Bradley Kai

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PROFESSIONAL IT EXPERIENCE

Business Associate for CoreLogic, Inc. (Contract)

Cognizant, Inc., Dallas, TX   July 2023 to Present
- Pre-provisioned or enrolled corporate devices for existing and new users via Intune and JAMF environments.
- Ensure support requests are handled per Service Level Agreement facilitating high customer satisfaction.
- Managed accounts for on-premises Active Directory and Entra ID for the entire organization.

Senior Service Technician for Digital Realty, Inc. (Contract)

Insight, Inc., Dallas, TX   November 2022 to March 2023
- Utilized SCCM/Intune in provisioning and modifying endpoint apps/configurations, and patch remediation.
- Provided world-class on-site support for all end users to include new hires and Senior Executive staff.
- Supported and maintained corporate Active Directory and Entra ID accounts for the entire organization.
- Created, configured, supported, and decommissioned AWS workspace environments.

Desktop Engineer for MV Transportation (Contract)

TEKsystems, Inc., Dallas, TX   June 2022 to September 2022
- Leveraged Kaseya VSA and Intune to package, approve and roll out monthly windows patches and software applications to company devices based on management plans and individual schedules.
- Provided Senior Executive support with new workstation white glove setups and 24/7 on-call responses.
- Imaged, pre-provisioned, and deployed physical Dell, Apple and mobile devices for Break Fix and new hires.
- Created, modified, and disabled on-premises Active Directory and Entra ID accounts for the entire organization.
- Created Intune configuration profiles and configured Google Chrome managed browser settings.

Desktop Engineer II

HealthEquity, Inc., Irving, TX   July 2021 to June 2022
- Top overall performer for Desktop Support Services, resolving ServiceNow incidents for over 4,500 endpoints.
- Executed vulnerability solutions leveraging Tanium to update GlobalProtect for over 1,500 endpoints.
- Collaborated with Information Security in software compliance and app maintenance eliminating vulnerabilities.
- Diagnosed and resolved server, application, network connectivity, and computer hardware issues.
- Supported and maintained on-premises Active Directory, Entra ID, and Role-Based permissions in Azure.

Service Desk Technician I
Help Desk Technician Contractor for HealthEquity, Inc. dba WageWorks, Inc. (Contract)

HealthEquity, Inc., Irving, TX   July 2019 to November 2020
- Achieved top performance in resolving ServiceNow incidents for over 3,500 end-users and 4,000 endpoints.
- Documented customer interactions, steps, actions taken, results, and resolutions.
- Imaged, deployed, and recovered physical Lenovo and laptops, peripherals, and accessories.
- Created documentation for internal procedures, new processes, and technical solutions.

IT Support Analyst Contractor for Duke Energy (Contract)

Technical Youth LLC dba Brooksource, Charlotte, NC   April 2018 to January 2019
- Led onsite deployment support team coordination resulting in reduction of help desk calls and ticket submittals.
- Provided support for 70,000+ corporate users during Dell and Windows 10 upgrades ensuring 100% satisfaction.
- Validated and reassigned enterprise user accounts for Microsoft Visio, Project, and Adobe Professional licenses.
- Authored and peer-reviewed knowledge articles for IT support groups and end user utilization.

Information Technology Specialist II

State of Hawai'i, Honolulu, HI   June 2016 to October 2016
- Developed & supported automated paper-driven processes through SharePoint lists with HTML, JS & CSS.
- Tested and documented system requirements sessions to capture business process rules and workflows.

- Identified and analyzed organizational unit's operational procedures, problems, and specific requirements.
- Educated staff on product use and assisted them in utilizing available features to improve office productivity.

Help Desk/Junior Systems Analyst

Easter Seals Hawai'i, Honolulu, HI   June 2015 to May 2016
- Led & coordinated an organization-wide project to migrate user local and network data to OneDrive.
- Maintained, analyzed, troubleshooted, upgraded, replaced, and repaired computer systems & hardware.
- Ensured timely completion of tickets in KACE K1000 ticketing system and 100% end user satisfaction.
- Responsible for the administration of the organization's VOIP listing/configuration and Active Directory.

ADDITIONAL EXPERIENCE

Procurement & Specifications Specialist II

Intern/Contract Hire III (Contract)

City and County of Honolulu, Honolulu, HI   August 2012 to April 2015

EDUCATION

Master of Science in Computer Information Systems & Business Analytics, Cumulative GPA: 3.83

West Texas A&M, Canyon, Texas   Tentative Graduation date: Fall 2024
- Foundational topics in structured and procedural programming, database management, project management, and software/web development. Topics include data access/normalization, ETL, ERD, object modeling and procedural/object-oriented programming.

Bachelor of Business Administration in Accounting

University of Hawaii at Manoa, Honolulu, Hawaii   Graduation date: May 2013