

Bradley Kai

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PROFESSIONAL PROFILE

Diligent and organized IT professional who is a quick learner and adaptable with a background in Tier I/II/III support roles, Windows administration, SharePoint workflow/app development, IT asset management and procurement

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows PC, Remedy (SmartIT/Mid-Tier), Dell KACE K1000, Microsoft Server and iOS
Databases: PostgreSQL, Microsoft Access, Relational Databases
Software: Office 365, SharePoint, Bomgar, Citrix, Cisco AnyConnect, AirWatch, VMWare, Hyper V, VirtualBox, for Business, OneDrive for Business, Microsoft Word/Excel/PowerPoint/Outlook

CERTIFICATIONS

CompTIA A+, Expires March 2021

PROFESSIONAL IT EXPERIENCE

Contractor Worker for Duke Energy April 2018 to January 2019
Brooksource, Charlotte, NC

- Lead and coordinated onsite deployment support teams for small, medium and large sites that resulted in successfully reducing hundreds of help desk calls, time needed for asset inventories and Remedy ticket submissions over the course of a few months
- Provided advance support for 50,000+ corporate user accounts in Dell and Win 10 upgrades ensuring satisfaction during deploys
- Validated and reassigned user accounts for Microsoft Visio/Project and Adobe licenses creating smooth transitions
- Prepared daily, weekly, and monthly help desk reports & analyzed ticket issue trends for scrums ensuring efficient operations
- Authored and peer-reviewed Remedy knowledge articles for all levels of support and endpoint user utilization

Information Technology Specialist II June 2016 to October 2016
State of Hawai'i, Honolulu, HI

- Developed and supported automated paper-driven processes with SharePoint apps lists with 3rd party programs, HTML, JS & CSS
- Tested and documented system requirements sessions to capture business process rules, workflows, project goals & benefits
- Identified and analyzed organizational unit's operational procedures, problems and learned specific input/output requirements
- Trained State employees on basic and intermediate use of Office 365 applications to include all MS Office products

Help Desk/Junior Systems Analyst June 2015 to May 2016
Easter Seals Hawai'i, Honolulu, HI

- Lead & coordinated an organization-wide project to migrate user local and network data to OneDrive for Business
- Maintained, analyzed, troubleshooted, upgraded, replaced and repaired computer systems, hardware and peripherals
- Ensured timely completion of outstanding tickets in KACE K1000 ticketing system and 100% customer/end user satisfaction
- Responsible for hard phone configuration and the administration of the organization's VOIP listing and Active Directory
- Installed, configured, monitored and optimized SCCM, Antivirus, TACACS, VLAN, DHCP, Active Directory, Group Policies, MS Exchange, network and remote administration, software deployment as well as imaging software and processes

ADDITIONAL EXPERIENCE

Procurement & Specifications Specialist II June 2013 to April 2015
Intern/Contract Hire III August 2012 to May 2013
City and County of Honolulu, Honolulu, HI

EDUCATION

Master of Science in Data Analytics Anticipated Graduation: May 2020
Western Governors University, Austin, TX

- Studies focused in Machine Learning, Automation, Data Manipulation and Visualization with SAS, Python, Java, C++, R and SQL
- Courses include SAS programming, Data wrangling and Python/R project-based coding

Bachelor's in Business Administration in Accounting Graduation date: May 2013
University of Hawaii at Manoa, Honolulu, HI

- Courses included Accounting Information Systems and Business Management Information Systems