

Bradley Kai

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PROFESSIONAL PROFILE

Organized and diligent master's degree seeking student with proven tiered IT support and development experience with Microsoft stack and enterprise systems for non-profit, government and large corporate environments

INFORMATION TECHNOLOGY COMPETENCIES

Windows XP/Vista/7/10, MAC, Dell KACE K1000, LANDesk, BMC TrackIT, Microsoft Server 2008/2012/2016, Android & iOS, PostgreSQL, Microsoft Access, Relational Databases, Microsoft 365, SharePoint, Bomgar, Citrix, ConnectWise, Cisco AnyConnect, AirWatch, VMWare, Hyper V, Tanium, OneDrive for Business, Microsoft Teams, Microsoft Office Suite, PagerDuty, SecureDoc, Active Directory, SCCM, Palo Alto Firewall, PowerShell, Azure, Bash, Identity Access Management

CERTIFICATIONS

CompTIA A+, Microsoft Azure Fundamentals

PROFESSIONAL IT EXPERIENCE

Service Desk Technician I

HealthEquity, Inc., Irving, TX

July 2019 to November 2020

- Top performer (9% of total tickets) in ServiceNOW ticket resolutions of over 3,500 end users in a health benefits company
- Delivered superior support for corporate mobile device Duo mobile multi-factor, Intunes, e-mail and Teams setup assistance
- Documented all customer related interactions, steps and actions taken, results and resolutions obtained on calls or tickets
- Imaged, deployed, recovered physical Lenovo and laptops, peripherals, and accessories to include hard drive wipe/destruction
- Documented internal procedures, new processes, and technical solutions for all levels of support and endpoint user utilization
- Developed PowerShell scripts to automate removal, installation, and configuration of commonly used Oracle applications
- Managed accounts for on-premise Active Directory and Role Based permissions in Azure in an administrator role

Contract Worker for Duke Energy

April 2018 to January 2019

Technical Youth LLC dba 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 advanced support for 70,000+ corporate user accounts in Dell & Win 10 upgrades ensuring satisfaction during deploys
- Validated and reassigned user accounts for Microsoft Visio/Project and Adobe licenses creating smooth transitions
- Documented all customer related interactions, steps and actions taken, results and resolutions obtained on calls or tickets
- Maintained effective customer interaction by ensuring contact with ongoing issues and managing open items
- 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 & 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
- Effectively educated staff on product use and assisted them in utilizing available features to improve office productivity

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, printers, 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
- Followed proper troubleshooting steps, asked clarifying questions, and discovered underlying causes of concern

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

- Procured \$20 million in Goods & Services, Construction & Professional Services contracts, and Master Agreements
- Prepared all bid cost analysis justifications pursuant to all levels of regulations and finalized contracts/agreements

EDUCATION

Master of Science in Computer Information Systems and Business Analytics Tentative Graduation date: May 2022
West Texas A&M, Canyon, Texas

- Spring 2021 semester includes courses in database theory/applications, quantitative business analysis and computer information systems design with SQL, HTML5/CSS/Bootstrap, and Python

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

- Courses included accounting information systems and business management information systems