# Bradley Kai

**Information Technology Consultant – Office 365 | SharePoint**

## Profile

### Location
Charlotte, North Carolina

### Phone
+1 (972) 339-0487

### Email
BradBKai@gmail.com

### Linkedin
www.linkedin.com/in/bradbkai

### Website
BradBKai.github.io

## Skills

HTML5, CSS, Java, PowerShell scripting, Unix, Knowledge Management, Help Desk, Development, Administration, Business Analysis, Project Management, GitHub

### Tools

Remedy SmartIT, MidTier, Kace 1000, ShareGate, SharePoint Designer, AirWatch, ID Manager, InfoPath, Infowise, Bomgar, TeamViewer, Citrix, Desktop Director, Cisco AnyConnect, RSA, Active Directory, PowerShell, Command Prompt, Secure Shell Host, Office 365, Windows Command Prompt

### Operating Systems

Windows, Mac, Android, iOS, Linux

## Experience

**Brooksource –** *Contractor for a Fortune 500 company*  April 2018 to Present

- Identified and reported security compromises in procedures & implemented corrective actions
- Prepared daily help desk reports and analyzed trends for workstation upgrade Agile scrums
- Provided superb customer service & advanced troubleshooting for workstation-related issues
- Created Remedy knowledge base articles ensuring efficient and effective help desk services
- Utilized PowerShell to perform routine tasks to update user names for DirSync and O365

**High Performance Systems, Inc. -** *Systems Analyst*  January 2017 to February 2017

- Delivered Office 365 services and features overview presentations to potential clients
- Prepared, configured, maintained and upgraded client servers, workstations and software
- Advised clients of industry IT data & security policies and recommended best practices
- Maintained asset inventories of every active client workstations, laptops & software licenses

**State of Hawaii –** *Information Technology Specialist II*  June 2016 to October 2016

- Created workflows to automate existing hard copy business processes in SharePoint apps
- Migrated production SharePoint site collections utilizing ShareGate features
- Assisted end-users with SharePoint web part customization, scripting and site creation
- Conducted beginner/intermediate level training sessions for government employees regarding Outlook, Word, Excel, OneNote, OneDrive, Skype for Business & SharePoint

**Easter Seals Hawaii –** *Help Desk/Junior Systems Analyst*  June 2015 to May 2016

- Lead and coordinated an organization-wide plan to migrate user local and network data to Office 365 OneDrive to include synchronizing data for remote access & mobile devices
- Troubleshooted network issues with client computers, printers, routers and other devices
- Updated and maintained KACE K1000 ticketing system and VOIP directory of 250+ users
- Responsible for the creation and modification of Active Directory user information

**City & County of Honolulu –** *Procurement Specialist*  December 2012 to April 2015

- Procured over $20,000,000 in Goods, Construction and Professional Service contracts
- Advised best practices to City personnel in negotiations for engineering consultant services
- Prepared and finalized procurement solicitations that adhered to State & Federal regulations

## Education and Certifications

**Home Labs –** Office 365 with Azure & Win Server with VMWare, Vsphere & Hyper V

- Configured O365 tenant site, site collections & developed workflows for apps
- Utilized PowerShell to configure domain/workgroup settings and Active Directory accounts

**Bachelors of Business Administration –** Accounting, 3.5 Business GPA  May 2013

University of Hawaii at Manoa, Shidler College of Business

**CompTIA A+**  Expires March 31, 2019