Bradley Kai

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PROFESSIONAL PROFILE

Organized and diligent IT professional with proven tiered IT support experience with Microsoft stack and enterprise systems for non-profit, government and large corporate environments. Available for remote and onsite work.

PROFESSIONAL IT EXPERIENCE

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

Insight, Dallas, TX   November 2022 to March 2023

- Ranked as the 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.
- Managed and planned contractor-based setups for 1,000+ seasonal new hires' workstations and work phones.
- Collaborated with Information Security to ensure software compliance, eliminate vulnerabilities, and maintain critical service applications.
- Resolved escalated issues with Teams, Exchange Online, OneDrive, and SharePoint.
- Diagnosed and resolved server, application, network connectivity, and computer hardware issues.
- Administered accounts for on-premises Active Directory and Role-Based permissions in Azure.

Desktop Engineer for MV Transportation (Contract)

TEKsystems, Dallas, TX   June 2022 to September 2022

- Ranked as the 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.
- Managed and planned contractor-based setups for 1,000+ seasonal new hires' workstations and work phones.
- Collaborated with Information Security to ensure software compliance, eliminate vulnerabilities, and maintain critical service applications.
- Resolved escalated issues with Teams, Exchange Online, OneDrive, and SharePoint.
- Diagnosed and resolved server, application, network connectivity, and computer hardware issues.
- Administered accounts for on-premises Active Directory and Role-Based permissions in Azure.

Desktop Engineer II

HealthEquity, Inc., Irving, TX   July 2021 to June 2022

- Ranked as the 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.
- Managed and planned contractor-based setups for 1,000+ seasonal new hires' workstations and work phones.
- Collaborated with Information Security to ensure software compliance, eliminate vulnerabilities, and maintain critical service applications.
- Resolved escalated issues with Teams, Exchange Online, OneDrive, and SharePoint.
- Diagnosed and resolved server, application, network connectivity, and computer hardware issues.
- Administered accounts for on-premises Active Directory 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.
- Developed PowerShell scripts for automating removal, installation, and configuration of Oracle applications.
- Administered accounts for on-premises Active Directory and Role-Based permissions in Azure.

IT Support Analyst Contractor for Duke Energy (Contract)
Technical Youth LLC dba Brooksource, Charlotte, NC   April 2018 to January 2019
- Led and coordinated onsite deployment support teams, resulting in reduced help desk calls, asset inventories, and ticket submissions.
- Provided support for 70,000+ corporate users during Dell and Windows 10 upgrades, ensuring 100% satisfaction.
- Validated and reassigned user accounts for Microsoft Visio/Project and Adobe licenses.
- Documented customer interactions, steps, actions taken, results, and resolutions.
- Maintained effective customer interactions and managed open items.
- Authored and peer-reviewed Remedy knowledge articles for support and 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
- 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
- Maintained, analyzed, troubleshooted, upgraded, replaced, and repaired computer systems & hardware
- Ensured timely completion of outstanding 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   August 2012 to April 2015
Intern/Contract Hire III (Contract)
City and County of Honolulu, Honolulu, HI

EDUCATION

Master of Science in Computer Information Systems & Business Analytics, Cumulative GPA: 3.75
West Texas A&M, Canyon, Texas   Tentative Graduation date: May 2024

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

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows PC, Dell KACE K1000, Microsoft Server, SCCM, and iOS
Cloud: Azure, Intune (Endpoint Manager), AWS
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, MS Authenticator, Duo Mobile, ServiceNow, BMC TrackIT, LANDesk, Dell KACE K1000, Remedy (SmartIT/Mid-Tier)

Programming/

Scripting: SQL, Python, PowerShell