

Bradley Kai
IT Support Specialist

Personal Info

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Skills

Knowledge Management, Help Desk, Development, Administration, Business Analysis, HTML5, CSS, Project Management, GitHub, PowerShell, basic Unix commands

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, SwiFT, CCM CB, SCCM

Operating Systems

Windows, Mac, Android, iOS, Linux

Energetic and motivated IT Professional with a wide experience of maintaining the daily performance of computer systems, servers and development of SharePoint apps.

Experience

Contractor Worker for a Fortune 200 Energy company

Brooksource 2018-04 to present

- Identified and reported security compromises creating a more secure environment
- Prepared daily help desk reports and analyzed trends for more efficient operations
- Authored Remedy articles that promoted end user self service utilization
- Managed and coordinated onsite support teams for small, medium and large sites that resulted in reducing hundreds of calls/tickets to help desk over a few months
- Trained analysts in basic troubleshooting and fundamental knowledge of O365 apps

Systems Analyst

High Performance Systems, Inc. 2017-01 to 2017-02

- Presented Office 365 services and features that successfully increased client-base
- Configured, maintained and upgrade servers, workstations and software for clients
- Advised clients of industry IT policies ensuring best practices were applied
- Maintained IT hardware and software asset inventories for quality auditing

Information Technology Specialist II

State of Hawai'i 2016-06 to 2016-10

- Automated paper-centric processes with SharePoint apps & reduced approval times
- Developed/supported SharePoint issues and customization for the organization
- Trained employees on basic/intermediate Outlook, Word, Excel, OneNote, OneDrive, Skype for Business and SharePoint and effectively empowered end user productivity

Help Desk/Junior Systems Analyst

Easter Seals Hawai'i 2015-06 to 2016-05

- Lead and planned migration of over 200 local user file data to OneDrive online
- Maintained, upgrade and installed Trend micro hardware and Windows Server 2012
- Created, updated and maintained Active Directory and Group Policy for 250+ users
- Ensured HIPAA compliance through audits and advisement of proper practices

Procurement Specialist II

City and County of Honolulu 2012-12 to 2015-04

- Procured over \$20,000,000 in Goods, Construction & Professional Service contracts
- Advised government best practices to City staff in service contract negotiations

Education

University of Hawaii at Manoa

Bachelors of Business Administration in Accounting 2009-08 to 2013-05

- 3.5 Business GPA

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 settings and Active Directory accounts

CompTIA A+ certification

Expires 2019-03