

# 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**

### **Desktop Engineer for MV Transportation (Contract)**

TEKsystems, Dallas, TX

June 2022 to September 2022

- Leveraged Kaseya VSA and Intune to package, approve and roll out monthly windows patches and software applications to company devices based on management plans and individual schedules
- Provided stellar Senior Executive support with new workstation white glove setups and 24/7 on-call responses
- Superb organizational skills and follow through decreased total of 151 incidents for 4,000 users in two months
- Delivered superior upper tier support escalations for Service Desk escalated through phone, email & Teams chat
- Imaged, pre-provisioned, and deployed physical Dell, Apple and mobile devices for Break Fix and new hires
- Managed accounts for on-premises Active Directory & Role Based permissions in Azure in an administrator role
- Created Intune configuration profiles and configured Google Chrome managed browser settings.

### **Desktop Engineer II**

HealthEquity, Inc., Irving, TX

July 2021 to June 2022

- Top overall performer for Desktop Support Services in ServiceNow incidents of over 4,500 endpoints
- Executed vulnerability solution that leveraged Tanium in updating GlobalProtect for over 1500 endpoints
- Managed and planned contractor-based setups for 1000+ seasonal new hire's workstations and work phones
- Collaborated with Information Security to ensure all acquired software is compliant with company security standards, eliminated existing vulnerabilities and maintained service applications critical to desktop infrastructure
- Resolved Teams, Exchange Online, OneDrive and SharePoint issues escalated by Tier 2 Service Desk
- Diagnosed and resolved server, application, basic network connectivity, and computer hardware issues, including submitting for repair with a vendor and/or upgrading client machines.
- Managed accounts for on-premises Active Directory and Role Based permissions in Azure in an administrator role

### **Service Desk Technician I**

#### **Help Desk Technician Contractor for HealthEquity, Inc. dba WageWorks, Inc. (Contract)**

HealthEquity, Inc., Irving, TX

July 2019 to November 2020

- Top performer in ServiceNow incident resolutions with over 3,500 end users with 4,000 endpoints
- Documented all customer related interactions, steps and actions taken, results, and resolutions
- Imaged, deployed, recovered physical Lenovo and laptops, peripherals, and accessories
- Documented internal procedures, new processes, and technical solutions for all levels of support and users
- Developed PowerShell scripts to automate removal, installation, and configuration of Oracle applications
- Managed accounts for on-premises Active Directory and Role Based permissions in Azure in an administrator role

### **IT Support Analyst Contractor for Duke Energy (Contract)**

Technical Youth LLC dba Brooksource, Charlotte, NC

April 2018 to January 2019

- 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 support for 70,000+ corporate users with Dell and Win 10 upgrades ensuring 100% satisfaction

- Validated and reassigned user accounts for Microsoft Visio/Project & Adobe licenses creating smooth transitions
- Documented all customer related interactions, steps and actions taken, results and resolutions
- Maintained effective customer interactions 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**

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
- Proven record with troubleshooting networks with TCP/IP, DNS, switches, and firewalls

### **ADDITIONAL EXPERIENCE**

#### **Procurement & Specifications Specialist II**

August 2012 to April 2015

#### **Intern/Contract Hire III (Contract)**

City and County of Honolulu, Honolulu, HI

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

### **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

- Courses includes database, storage & big data theory/applications, network & cybersecurity, quantitative business analysis and computer information systems design with SQL, HTML5/CSS/Bootstrap and Python

#### **Bachelor of Business Administration in Accounting**

University of Hawaii at Manoa, Honolulu, Hawaii

Graduation date: May 2013

- Courses included accounting information systems and business management information systems

### **INFORMATION TECHNOLOGY COMPETENCIES**

**Systems:** Windows PC, Dell KACE K1000, Microsoft Server and iOS

**Cloud:** Azure, Intune (Endpoint Manager)

**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