

# 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

## 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

## PROFESSIONAL IT EXPERIENCE

### **Desktop Engineer Contractor for MV Transportation**

TEKsystems, Dallas, TX

June 2022 to Present

- 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
- Performed C-Suite and/or senior executive support with new workstation white glove setups and 24/7 on-call responses
- Overall top performer for Desktop Services team in the Amelia incident management system with over 4,000 end users
- Delivered superior upper tier support escalations for Service Desk escalated through phone, email & Teams communications
- Imaged, pre-provisioned, and deployed physical Dell, Android, Apple and Panasonic devices for Break Fix and new hire requests
- Managed accounts for on-premises Active Directory and Role Based permissions in Azure in an administrator role

### **Desktop Support Engineer II**

HealthEquity, Inc., Irving, TX

July 2021 to June 2022

- Top overall performer for Desktop Support Services in ServiceNow incidents of over 4,000 end users with 4,500 endpoints
- Executed proposed solution that leveraged Tanium in updating GlobalProtect for over 1500 workstation with OLA vulnerabilities
- Managed and planned with third party contractors' 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
- Investigated and 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**

HealthEquity, Inc., Irving, TX

May 2020 to November 2020

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

ClearPath Workforce Management Inc., Irving, TX

July 2019 to May 2020

- Top performer (9% of total IT tickets) in ServiceNow incident resolutions with over 3,500 end users with 4,000 endpoints
- Delivered superior support for corporate mobile device Duo mobile multi-factor, Intune, e-mail and Teams setups
- 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-premises Active Directory and Role Based permissions in Azure in an administrator role

## **IT Support Analyst Contractor for Duke Energy**

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 advanced support for 70,000+ corporate users with Dell and Win 10 upgrades ensuring satisfaction during deployments
- 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 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 with SharePoint apps lists with 3<sup>rd</sup> 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
- Proven record with troubleshooting networks with TCP/IP, DNS, routing, switching, firewalls, LAN and traceroute methods

## **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

## **INFORMATION TECHNOLOGY COMPETENCIES**

Windows XP/Vista/7/10, Mac, Dell KACE K1000, LANDesk, BMC TrackIT, Microsoft Server 2008/2012/2016, Android, iOS, SQL, 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, Git, Github, PagerDuty, SecureDoc, Active Directory, SCCM, Palo Alto Firewall, PowerShell, Azure, Bash, Identity Access Management, Azure, Intune, Pandas, DDL, DML, NumPy, JAMF, Tanium, JAMF Connect, Amelia, ZScaler, Kaseya VSA, Proofpoint, Okta, Netsuite, SaaS, Service Now, Meraki, CyberArk