



# Kayla Rada

Helena, MT 59601

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2025

2023

2023

2021

2019

2018

## Summary

Enthusiastic and dedicated professional pursuing a degree in Computer Science of Software Development, with a perfect academic record. I thrive on understanding people and solving problems, driving my success in customer service and leadership roles. Known as the go-to troubleshooter, I have a knack when it comes to uncovering and solving complex issues. I have a love in Information Technologies.

## Experience

### IT Support Specialist / Montana Supreme Court

January 2025 - Present, Helena, MT

Experienced IT Support Specialist for the State of Montana Judicial Branch, providing technical support across court systems statewide. Skilled in managing ServiceNow tickets, imaging and deploying computer systems, administering Active Directory, and performing hardware diagnostics and troubleshooting. Adept at networking, cabling, and on-site support with frequent travel across Montana to ensure smooth technology operations.

### Client Account Manager / Marsh McLennan Agency

June 2023 - January 2025, Helena, MT

In my current role as a Client Account Manager, I manage a portfolio of small business clients, serving as their primary contact for insurance needs. I assess each client's unique risks and collaborate with underwriters to tailor cost-effective insurance policies that meet their requirements. Building strong client relationships has been key to my success, achieving a high retention rate through clear policy explanations, regular reviews, and exceptional customer service. I proactively cross-sell services and stay current on industry trends to provide the best support possible.

### Internal Control Officer / Montana Lottery

February 2023 - December 2024, Helena, MT

In my role at the Montana Lottery, I was responsible for confirming drawing numbers and communicating with Intralot to ensure accurate and timely processing of lottery draws. I received training in system operations and managed response protocols for system failures, demonstrating strong attention to detail in ensuring that all processes ran smoothly. My duties included leaving detailed voicemails for the drawing, which ensured clear communication and documentation of results.

### Dispatcher & Customer Service / Copart, Inc

October 2021 - June 2023, Helena, MT

### Loader Operator / Sparrows Enterprises

May 2019 - October 2019, Helena MT

### Assistant Manager / Sleeping Giant Parks

April 2018 - October 2021, Helena, MT

## Skills

- HTML5
- CSS3 / SASS
- JavaScript
- Python
- C/C++
- SpringBoot
- Linux
- MySQL
- PostgreSQL
- PowerShell
- Command Line
- Node.js
- UI/UX Design
- PHP
- API's

## Education

Helena College, University of Montana /  
A.A.S. in Software Development

January 2023 - May 2025, Helena, MT