

CONTACT

- 808.683.8858
- baileykb@hawaii.edu
- <https://baileykb.github.io/>
- Kailua, HI

EDUCATION

Associate's Degree,
Liberal Arts
Honolulu Community College
2015 - 2017

Bachelor's Degree,
Computer Science
University of Hawaii at Manoa
2018 - 2021

SKILLS

Professional
Communication
Problem Solving
Critical Thinking
Teamwork

Technical
Office 365 Applications
Google Suite Applications
Windows 10
Linux
Bash

ACHIEVEMENTS

Dean's List
University of Hawaii at Manoa
Fall 2020 / Spring 2021

Cumulative GPA
University of Hawaii at Manoa
3.79

WORK EXPERIENCE

Senior Help Desk Consultant

Information Technology Services | University of Hawaii System
July 2020 - May 2021

- Perform advanced training of incoming students & new hires.
- Update or recommend updates to internal documentation.
- Performing advanced projects & tasks as assigned by staff.
- Continue with normal Help Desk Consultant procedures(see below).

Help Desk Consultant

Information Technology Services | University of Hawaii System
September 2018 - June 2020

- Provide remote technical support to all members within the University of Hawaii System.
- Proficient understanding of the technology used by members of the University (Windows 10, MacOS, etc.)
- Monitor systems in operation to determine if these systems crash.
- Utilize remote support software to walk users through troubleshooting needs.
- Document all email and phone requests for internal use in the case that users require further assistance.
- Ensure a friendly demeanor while interacting with all university members.
- Cooperate with other team members to ensure all phone and email requests are attended to.
- Follow escalation procedures when all Help Desk resources are exhausted.

Cashier

Zippy's

June 2015 - July 2018

- Responsible for ensuring guest satisfaction by handling all counter transactions in a fast, efficient, and friendly manner.
- Sufficient understanding of every role required at the counter to provide team members with assistance when needed.
- Take telephone orders, prepare, pack and serve food items to guests.

CERTIFICATIONS

Certificate in Information Security and Risk Management(ISRM)

University of Hawaii at Manoa
June 30, 2021