Jonathan Bradley Mayes

3414 Northwood ▪ Houston, TX 77009 ▪ (210) 387-6565 ▪ me@bradmayes.com

Education

Texas A&M University - College Station, Texas   *August 2005 - December 2009*
Bachelor of Business Administration
Information and Operations Management – Supply Chain Management

Professional Work Experience

CPAP.com   *June 2014 – September 2017*
Systems Administrator: User Systems

- *Managed and updated all systems or technology, used by employees or contractors*
- *Reviewed and documented security incidents and strove to mitigate future incidents*
- *Provided end user documentation for effectively utilizing the tools which were provided to employees*
- *Assisted the Help Desk with resolving escalated support issues*
- *Researched, deployed, and helped maintain a new picking system in the company's distribution center utilizing handheld barcode readers and an accompanying Android application*

HCSS, Inc.   *June 2013 – February 2014*
Implementation Specialist

- *Provided immediate, around-the-clock technical support to customers, end users, and system administrators*
- *Coordinated with sales team members to develop pre-implementation system designs to fit each prospective customer's needs and* expectations
- *Implemented* and *integrated customer systems, which utilized a variety of HCSS's software offerings*
- *Worked alongside quality assurance and development staff to identify and resolve software defects, which may have otherwise prevented* or *delayed a successful implementation*
- *Reviewed internal systems and provided feedback and recommendations for redesigning both an employee development website and a pre-employment testing website*

AgilityDocs   *August 2010 – April 2013*
Systems Engineer

- Managed communications with senior leaders, customers, and business partners; including providing timeline deliverables and progress updates
- Designed and implemented workflows, using a variety of technologies, in order to often replace expensive manual processes with automatic, logic driven alternatives
- Customized and/or integrated various document management systems in order to meet our customer's business requirements (Hyland OnBase and FileBound)
- Ensured internal computer systems function efficiently and securely to support the organization's information technology needs, which included system design, integration, formal testing, and all transitions into production, including training operations team
- Developed and implemented Microsoft SharePoint site which housed all customer documentation and sensitive internal files
- Migrated Microsoft Exchange and SharePoint systems to their hosted Microsoft 365 equivalents

K2Share, LLC   *January 2009 – September 2009*
Computer Systems Technician

- Performed installations, technical diagnostics, repairs, and maintenance of computers and related equipment within the company's computer network
- Purchased necessary IT equipment and software for all departments
- Assisted in planning future projects and forecasting hardware needs
- Remained on-call 24/7 for afterhours troubleshooting and emergencies
- Facilitated transition between two different antivirus and intrusion prevention software applications

Technical Certifications

Capture and Content Management	*Construction Estimating and Planning*	*Document Management Systems*
Kofax Capture	**HCSS HeavyBid**	**Hyland OnBase**