

Conrad Bradford

www.linkedin.com/in/conrad-bradford

EDUCATION

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| Brigham Young University | Provo, UT |
| Bachelor of Science Psychology | Apr 2027 |
| Business Minor | |
| ▪ GPA 3.83 | |
| ▪ ACT 30 | |
| ▪ <i>Half-tuition scholarship recipient</i> , merit-based academic scholarship | |

EXPERIENCE

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| BYU Office of Information Technology | Provo, UT |
| <i>IT Operations Liaison Manager</i> | Mar 2022 – Present |
| ▪ Manage relationships with 15+ product owners, increasing organizational alignment with customer needs | |
| ▪ Implementing disaster recovery and business continuity plans for 100+ critical applications | |
| ▪ Audited 55 products and services ensuring 100% compliance with organization's operational readiness process | |
| <i>IT Specialist – Campus Engagement</i> | Sept 2023 – Mar 2024 |
| ▪ Reduced IT service desk call volumes on a specific issue by 52% using data analytics and targeted campaigns | |
| ▪ Developed a website design in a CMS (Brightspot) for 400+ hours resulting in new website governance policy | |
| ▪ Surveyed 1300+ student customers to drive organizational change to meet needs of customers | |
| <i>IT Support Senior Analyst</i> | Feb 2023 – Sept 2023 |
| ▪ Resolved technical issues in 1000+ customer phone calls, achieving top call resolution times | |
| ▪ Trained on supporting 200+ applications and services, allowing for efficient incident management | |
| ▪ Worked on 1000+ incidents, minimizing outage and availability times for applications and services | |
| ▪ Led a 5-person team, conducting one on one evaluations to create goals and magnify overall performance | |
| BYU Marriott School of Business – Public Service and Ethics | |
| <i>MSB 572 & 390 - Ethics for Management Teaching Assistant</i> | Sept 2024 – Present |
| ▪ Teach MISB students how to navigate ethical dilemmas and prepare for management roles | |
| ▪ Assist 65 students in completing assignments, studying, and succeeding in learning | |
| ▪ Manage participation and attendance daily, encouraging application of principles in class | |
| ▪ Grade 200+ assignments per semester | |
| <i>Research Assistant</i> | Sept 2024 – Present |
| ▪ Co-authoring a research paper for submission in AOM and EURAM academic conferences | |
| ▪ Theorizing moral character development in organizations | |
| ▪ Received mentorship from Dr. Bradley P. Owens and Dr. Brad R. Agle, preparing for a management PhD program | |

LEADERSHIP & SERVICE

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| The Church of Jesus Christ of Latter-day Saints | Lansing, Michigan |
| <i>Volunteer Representative</i> | Sep 2020 – Oct 2022 |
| ▪ Led and trained groups of 15-25 volunteers, followed up on goals, and created weekly progress reports | |
| ▪ Mentored 2 new volunteers and presented training materials in organization-wide conferences | |

SKILLS, AWARDS & INTERESTS

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| ▪ Proficient in: ServiceNow, Tableau, SQL, Automation (VBA), Optimization and Analytics in Excel, Flowcharts |
| ▪ LLM use |
| ▪ Eagle Scout, Boy Scouts of America |
| ▪ Lived with immediate family on U.S Embassy in Kuala Lumpur, Malaysia and traveled across SE Asia in 2022 |