Kai Dong

Driven to succeed in and promote an environment of growth and excellence, and to excel in a position with responsibilities that utilize, expand, and enrich my skills and experience.

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RELEVANT EXPERIENCE

C.H. Robinson, Eden Prairie, MN — *Monitoring Platforms Administrator*

Eden Prairie, MN | January 2019 - PRESENT

- Create and maintain monitors for multiple platforms, such as SCOM, AppDynamics, VBS or PowerShell based custom tools.
- Collaborate with support teams to implement monitors while dive into their repos for addition implementation details for AppDynamics.
- Developed and maintained automated web application tests using Selenium Python through AppDynamics.
- Proficiency in elastic query and JSON in setting up REST Queues to look at Kafka and Elastic Logging data.
- Maintained custom tool database with SQL, table defaults, tables and SPs.
- Created and maintained dashboards using HTML and CSS in Splunk.
- Used ADO board for story tracking and workload prioritization.
- Fix broken tools, finding root cause by tracing back from our script or SCOM or the query itself to ensure lasting resolution.
- Using ServiceNow to track software and hardware issues and prioritize work.
- Document knowledge in ServiceNow and Github.

C.H. Robinson, Eden Prairie, MN — *Monitoring/Alerting Specialist & SIC (Supervisor in Charge)*

Eden Prairie, MN | January 2016 – December 2019

- Create and maintain monitors for multiple platforms using different programming languages and tools.
- Collaborate with support teams to implement monitors and alert processes.
- Work closely with Enterprise Monitoring SEs to inform them of and resolve issues with tools.
- Proficient use of Elastic query to create REST queue monitors (the bulk of ECC monitors).
- Successfully use Splunk to create and edit dashboards, also maintain lookups as new groups when monitors are created.
- Assist with HPI resolution by providing monitoring details when possible by searching through logging dashboards and Kibana.
- Fix broken tools, finding root cause by tracing back from our script or SCOM or the query itself to ensure lasting resolution.
- Maintain documentation for all things ECC-related.
- Efficiently maintaining staff schedule for ECC.
- Attend monitoring meetings for ECC and communicate important changes.
- Responsible for training new ECC specialists and passing knowledge to existing specialists.

EDUCATION

University of Minnesota
Twin Cities | 2007
Business & Marketing Education

CERTIFICATION

ITIL IT Service Management

SOFTWARE PROFICIENCIES

AppDynamics, SSMS, SCOM, Postman, Visual Cron, PowerShell, Primal Script, Kibana, Splunk, ServiceNow Studio, Orion Solarwinds, Visual Studios, Sikuli Script

SKILLS

English, Mandarin Chinese

Elastic, SQL, JavaScript, CSS, Jython, Python, VBScript, PowerShell, C#, HTML, JSON, XML, Git, Github

PERSONAL

Professional mindset
Technically inclined
Strong time management
Highly motivated
Hard worker
Fast learner
Team player
Strong analytical abilities
Efficient multitasker
Top performer

C.H. Robinson, Eden Prairie, MN — *Service Desk Analyst I & II*

Eden Prairie, MN | June 2014 - January 2016

- Support internal employees in an efficient and dynamic working environment.
- Analyze, record and provide solutions for various issues, such as: hardware, corporate software, security, networking, messaging, voice communication, Citrix, AS400, and proprietary applications.
- Efficiently manage time and multitask to adhere to individual and team KPIs.
- SDS of Navisphere Inventory, Sourcing, POM, Compass and Overnight/Procurement.
- Regularly work with support teams to improve/create new knowledge and to discuss ideas on improvements on applications, process and ways to recapture stats.
- One of two top KB maintainers and publishers on SD.
- Experienced in identifying and initiating HPIs.
- Exposure to/and knowledge of ITIL practice.

UnitedHealth Group — *Optum Cloud Support Analyst*

St. Louis Park, MN | August 2013 - June 2014

- Supported Cloud-based website rollout for 400k+ users, using extensive knowledge and understanding of web portal sequences, structure, and applications.
- Analyzed, recorded and provided solutions for various issues, worked extensively with tier 2 support teams to resolve issues in a timely manner.
- Adhered to policies and procedures regarding the safeguarding of protected information, such as personal health information (PHI/PII) and access to corporate systems.
- Proficiently managed the resolution of inbound customer and technical calls/emails; balancing the need for customer service and issue resolution with the constraints of a call handle time.
- Exposure to/and knowledge of ITIL practice.