

# 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.

## 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.

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[github.com/kaidong-chr](https://github.com/kaidong-chr)

## EDUCATION

University of Minnesota

Twin Cities | 2007

Business & Marketing Education

## CERTIFICATION

ITIL IT Service Management

## SOFTWARE PROFICIENCIES

AppDynamics, SCOM, SSMS,  
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.