Kimberly Reddick

Web Developer | Python · JavaScript · HTML/CSS · Microsoft 365 & IT Optimization

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Professional Summary

Web developer with a strong foundation in Python, JavaScript, and HTML/CSS, and a career-long record of solving problems through automation and scripting. Experienced in bridging IT operations and software development, delivering clean UIs, reliable APIs, and workflow optimizations. Skilled at translating business needs into scalable, user-friendly solutions.

Technical Skills

Languages: Python, JavaScript, HTML5, CSS3, PowerShell
Frameworks/Tools: Git/GitHub, Microsoft 365, Entra ID, TDI, ISAM, ISIM, TFIM, Jira
Certifications: Automated Software Testing with Python, Git & GitHub Master Course (2021), Data Science Methodologies, PCEP - Certified Entry-Level Python Programmer, Blockchain

Professional Experience

Apex Systems (Contracted to Microsoft) — Technical Support Specialist

Nov 2023 – May 2025 | Remote

• Served as a member of the Microsoft 365 Authentication Team, providing advanced support to Premier customers for cloud authentication, licensing, and Microsoft Entra Sync issues.
• Utilized backend diagnostic tools, event logs, Fiddler traces, and test tenants to troubleshoot and resolve complex technical challenges.
• Wrote PowerShell scripts to process log data, improving troubleshooting speed and accuracy.
• Assisted customers in developing PowerShell scripts to automate administrative tasks and streamline Microsoft 365 operations.

IBM — IBM Cloud Identity Support

Aug 2014 – May 2023 | Remote

• Contributed to customer migrations into a custom Identity Management architecture leveraging ISAM, ISIM, TFIM, and TDI.
• Automated and streamlined reporting, system monitoring, and client solutions using TDI,

Python, and Bash scripting.
• Initiated and configured a Jira-based project to manage and track application certificates.
• Created client-specific dashboard calendars to proactively prevent certificate expirations.
• Developed tailored solutions to support identity governance and operational needs.

Education

Devslopes Academy — Computer Software Engineering (May 2025 – May 2027)
Oklahoma State University — Bachelor of Science, Computer Science (1994 – 1996)