Kimberly Reddick

405-221-0145 | kim.reddick@icloud.com | www.linkedin.com/in/kimreddick | github.com/kimdevpro | OK | United States

PROFESSIONAL SUMMARY

Web developer with a solid foundation in Python and expanding expertise in JavaScript, HTML, and CSS, built through hands-on scripting and automation in IT and support engineering roles. Skilled in developing internal tools, streamlining workflows, and enhancing productivity in Microsoft 365 and IBM Cloud environments. Advancing full-stack capabilities through Devslopes Web Development Academy to create scalable, user-centered web applications. Focused on bridging IT operations with modern web development in roles that value practical problem-solving and cross-functional collaboration.

EDUCATION

Devslopes Academy   **May 2025 - May 2027**
- Computer Software
Engineering

Oklahoma State   **December 1993 - December 1995**
- COMPUTER SCIENCE   • BACHELOR OF
                                              SCIENCE

EXPERIENCE

Technical Support Specialist
Apex Systems, Sub-contracted to Microsoft   **November 2023 - May 2025   Remote Work**
- Resolved complex Microsoft 365 authentication issues leveraging backend diagnostic tools and Fiddler traces, reducing customer downtime and increasing satisfaction across Premier support cases.
- Accelerated troubleshooting by 40% through development of PowerShell scripts that parsed log data and surfaced root causes efficiently.
- Empowered clients to automate administrative tasks by developing custom PowerShell scripts, streamlining operations and reducing manual workload.

IBM Cloud Identity Support
IBM   **August 2014 - May 2023   Remote**
- Reduced manual monitoring workload by 50% through automation of system reports using TDI, Python, and Bash, improving response time for production issues.
- Supported enterprise migrations to custom identity governance architectures using ISAM, ISIM, TFIM, and TDI, ensuring smooth onboarding for complex client environments.
- Minimized production outages by implementing a Jira-based certificate tracking system and developing client-specific dashboards to monitor expirations proactively.
- Delivered tailored client solutions by scripting custom automation workflows, aligning with unique identity management and compliance requirements.

CERTIFICATION

[PCEP-30-01] PCEP – Certified Entry-Level Python Programmer
Python Institute   **January 2022**
Earners of the PCEP – Certified Entry-Level Python Programmer certification have knowledge of the universal concepts of computer programming, the syntax and semantics of the Python language as well as demonstrate the ability to accomplish coding tasks related to the essentials of programming in the Python language and fundamental skills in resolving typical implementation challenges with the help of the Python Standard Library.

SKILLS

GENERIC: HTML, Cascading Style Sheets (CSS), JavaScript, Python, Microsoft 365, IT Optimization, Programming Languages – Python (Automation, Scripting, Backend Development) – JavaScript (DOM Manipulation, ES6+) – HTML5 – CSS3 (Flexbox, Grid, Responsive Design),   Frameworks & Libraries – Node.js (in progress through Devslopes) – React (currently learning) – PowerShell (Advanced scripting for Microsoft 365 automation) – Bash (Automation and system tasks),   Cloud Platforms & Tools – Microsoft 365 (Authentication, Licensing, Admin Automation) – IBM Cloud Identity (ISAM, ISIM, TFIM, TDI) – Git & GitHub (Version Control, Collaboration) – Jira (Workflow Automation, Issue Tracking),   DevOps & Automation – Scripting for process automation and system monitoring – Diagnostic tools (Fiddler, Event Viewer, Entra logs) – Certificate and credential lifecycle management,   Soft Skills – Cross-functional collaboration – Troubleshooting and root cause analysis – Process optimization and workflow automation – Client training and technical communication