Cade Daley

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SUMMARY OF QUALIFICATIONS

A detail-orientated professional equipped for a fast-paced, dynamic environment. Highly motivated with a customer orientated mindset known for placing customers first. An effective communicator with attention to detail. Experienced with Windows Computers/Hardware and with demonstrated experience in a manufacturing and academic environment.

PROFESSIONAL EXPERIENCE

University of Oklahoma (Contract)

Intermediate System Analyst – Operations   Oct. 2024 – Present

- Provided day-to-day oversight of Exchange Server, FIM, and Microsoft 365 environments.
- Assisted with a major domain consolidation from three domains into one unified environment, developing PowerShell scripts that proactively added user aliases ahead of UPN migrations.
- Demonstrated a commitment to ITIL principles by leveraging an in-house ticketing system.
- Authored and maintained comprehensive documentation for system processes and configurations.
- Utilized PowerShell automation to streamline operations, eliminate repetitive tasks, and improve accuracy.

Georg Fischer   June 2021 – Oct. 2024

System Administrator   Shawnee, OK

- Managed daily IT operations and projects for a site hosting 700+ users, serving as the primary service desk contact. Individually resolved over 50 tickets weekly and efficiently assigned other tickets to teams in line with ITIL principles using ServiceNow.
- Led label printing, RF scanners, production monitoring software, shipping/logistic software, visitor management systems, Mobile Application Management (MAM), and badge access across all North and South American sites.
- Implemented a new visitor management system, saving the company $40,000 across several sites.
- Briefed senior-level management and IT staff on a weekly basis of the status of information technology systems, projects, and daily operations, effectively communicating complex technical information to a non-technical audience.
- Established service account standards for servers, enhancing the organization's security posture.
- Developed PowerShell and Python scripts to automate user account management, scan file shares for poorly secured ACLs, inventory devices, and other tasks, improving efficiency and security.
- Trained and mentored system administrators and an IT Apprentice across the Americas, fostering vital skills for business success.
- Developed KPIs and Reports in ServiceNow for tracking overall team performance, demonstrating a commitment to providing quality products and services.

Junior Systems Administrator

- Developed quick reference guides and provided hands-on training, equipping users and system administrators with essential resources and skills.
- Crafted innovative PowerShell scripts to optimize workflows, shared with the team, enhancing overall operational efficiency.
- Maintained a detailed inventory of the plant's IT systems, using comprehensive documentation and mapping, managing hardware and software obsolescence.

Domino's   May 2020 - May 2021
Delivery Driver Manager   Seminole, OK
- Coordinate on-time delivery of food products to the customer base while maintaining the highest safety standards and traffic laws adherence.
- Trained new drivers in all regulations and equipment.

Seminole State College   May 2019 - May 2020
IT Work-Study   Seminole, OK
- Worked as the first level support, which included making the first contact on routine problems and elevating them accordingly to the appropriate tier of support.
- Assisted in running cable throughout three buildings.
- Cleaned and installed components into computers following the manufacturer's specifications.
- Perform routine maintenance (keyboards, mice, software updates) in over fifteen computer labs.
- Routine clerical and computer tasks and assist with moving and placing PCs as needed.

Seminole State College   Jan. 2019 – May 2019
Financial Aid Work-Study   Seminole, OK
- Aided in administrative functions and general office duties such as filing, scanning, duplicating, typing, data entry, preparing student folders, answering the phone, and running errands.
- Assisted students in filling out FAFSA documentation and SAP Appeals.

Certifications and Accomplishments

Active CompTIA Security+   2024
Recognized in Company Magazine for Contributions   2022
State of Oklahoma   Platinum National Career Readiness Certificate 2018

EDUCATION

OKLAHOMA STATE UNIVERSITY INSTITUTE OF TECHNOLOGY, **BT of Information Technology**, 2024
- Graduated Summa Cum Laude

OKLAHOMA STATE UNIVERSITY INSTITUTE OF TECHNOLOGY, **AAS Information Technology**, 2023
- Graduated Summa Cum Laude
- Member of Phi Theta Kappa Honor Society

SEMINOLE STATE COLLEGE, **AS Computer Science**, 2020
- Vice President and Member of Phi Theta Kappa Honor Society

GORDON COOPER TECHNOLOGY CENTER, **Certificate of Completion in Network System Tech**, 2018
- Member of Business Professionals of America