

# KAYDEN HUFFMAN

*IT Management & Technical Projects Specialist*

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## PROFESSIONAL EXPERIENCE

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### CA STATE DMV HQ

Sacramento, CA

#### Production Data Guidance - IT Specialist I

Jun 2025 - Present

- *Led the planning, execution, and monitoring of mission-critical production batch processes* using IBM z/OS JCL, ESP, and data migration tools, ensuring accurate and timely delivery of DMV services statewide
- *Served as the shift's subject matter expert* by developing technical documentation, designing staff training programs, and providing strategic guidance on production data management best practices
- *Collaborated with cross-functional teams to resolve complex technical issues*, demonstrating strong analytical skills, adaptability, and commitment to quality in supporting statewide IT operations

### UC SANTA CRUZ ITS

Santa Cruz, CA

#### Instructional Spaces - Helpdesk Manager

Sep 2023 - Jun 2025

- *Spearheaded the design, configuration, and implementation of an internal IT help desk ticketing system* across 12 campus locations for 40+ IT specialists, reducing average ticket resolution time by 50%
- *Developed and delivered targeted IT training programs* and modernized the employee handbook into a dynamic, wiki-style knowledge base, significantly improving team proficiency and process adherence for IT support
- *Designed and launched a secure employee portal* leveraging Google OAuth and hCaptcha, streamlining access to internal resources and demonstrating G Suite integration capabilities
- *Oversaw full-cycle recruitment and onboarding* for IT staff, fostering a team environment committed to excellent customer service and efficient problem-solving
- *Managed confidential data*, including payroll, with precision and attention to detail, reducing incidents of time fraud

#### Learning Technologies - Helpdesk Manager

Dec 2021 - Sep 2023

- *Directed student IT staff in delivering Level I/II technical support* for Windows, macOS, and Linux systems, resolving hardware, software, and network connectivity issues with a focus on empathetic and effective customer service
- *Enhanced IT operational efficiency* by co-leading a campus-wide migration to a cloud-based printing solution, managing technical transitions, developing user guides, and training staff on the new system
- *Authored and maintained comprehensive technical documentation*, including troubleshooting guides and support protocols, within a shared knowledge base to standardize IT practices and enhance team responsiveness
- *Provided extensive deskside and remote IT support*, ensuring minimal disruption and prompt resolution of technical issues for students, faculty, and staff

#### Learning Technologies - Support Consultant

Sep 2021 - Nov 2021

- *Delivered empathetic and effective Tier 1 remote and on-site IT support*, adeptly troubleshooting hardware (desktops, laptops, printers), multi-OS software (Windows, macOS), and network/VPN connectivity issues
- *Utilized superb analytical and diagnostic skills to analyze IT support ticket data*, proactively developing user-friendly help articles that reduced common inquiries and enhanced team efficiency

### YORK SCHOOL

Monterey, CA

#### Technology Specialist

Aug 2021 - May 2022

- *Administered Google Workspace (G Suite)*, managing user accounts, groups, device policies, application deployment/whitelisting, and security configurations
- *Provided comprehensive IT support* for all campus hardware (desktops, macOS/Windows laptops, tablets, AV), software, and network infrastructure, ensuring operational continuity and optimal equipment performance
- *Implemented and maintained standardized processes* for technology asset management, including inventory tracking, procurement assistance, system imaging, and secure e-waste disposal, reflecting a passion for equipment management

### PERSONAL DEXTERITY SOLUTIONS

Monterey, CA

#### Technology Associate

Aug 2021 - May 2022

- *Leveraged Intune* for cloud-based device provisioning, app deployment, patching, and configuration management
- *Provisioned, configured, and deployed standardized hardware* (laptops, desktops, mobile devices) and software for new hires and remote employees, ensuring secure VPN access and adherence to organizational IT policies

## EDUCATION

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### UC SANTA CRUZ

Santa Cruz, CA

#### *Bachelor of Arts - Business Management Economics*

2021 - 2025

- **Coursework:** Business Strategy, Managerial Economics, Statistics for Business & Economics, Intro Econometrics, Developmental Economics, Economic Rhetoric, Financial Accounting, Managerial Accounting, Intermediate Accounting, Tax Factors for Business, Intermediate Microeconomics, Intermediate Macroeconomics, STEM Calculus, Vector Calculus

#### *Minor - Technology Information Management (MOT/ITM)*

2021 - 2025

- **Coursework:** Business Information Systems, Business Strategy and Information Systems, Systems Analysis and Design, Management of Technology, Economics and Management of Technology and Innovation, Python

## ADDITIONAL INFORMATION

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- **Skills & Qualifications:**
  - Communication & Collaboration (*Workflow Automation, Incident Management, Asset Management, ITSM*);
  - Lifecycle Management (*Asset Tracking, Inventory Management, Documentation & Record-Keeping, E-Waste*);
  - Disk & Backup Management (*Active Directory, Acronis, Veeam, Clonezilla, diskpart, GParted*);
  - Troubleshooting (*CrystalDiskInfo, HWMonitor, AIDA64, Memtest86+, Prime95*);
  - Communication (*ServiceNow, Jira, Zendesk, TeamViewer, RustDesk, AnyDesk*);
  - Programming & Data Tools (*SQL, HTML/CSS, PHP, JavaScript, Python*);
  - Operating Systems (*Windows, Ubuntu Server, CentOS, macOS, FreeBSD*);
  - Process Management (*Trello, ClickUp, Agile & Scrum Methodologies*);
  - Scripting & CLI (*Command Prompt, Terminal, Powershell, Bash*);
  - Microsoft Office/365 (*Word, Excel, PowerPoint, Outlook, Teams*);
  - Software (*TeamViewer, RustDesk, AnyDesk, Tableau, PowerBI*);
  - Google Workspace (*Docs, Sheets, Slides, Gmail*);
  - Protocols (*SSH, FTP, SMTP, RDP, RAID*);
  - Configuration (*SCCM, Google Admin*);
  - Virtualization (*VMware, VirtualBox*)
- **Languages:** Fluent in English, Reads/Writes Spanish
- **Certifications:**
  - Security+ (2025, CompTIA)
  - MS-900 - 365 Fundamentals (2025, Microsoft)
  - SC-900 - Security, Compliance, and Identity Fundamentals (2025, Microsoft)
  - Radio Technician License (2020, FCC)
- **Awards:**
  - CA State Assembly - Certificate of Recognition (2018, Assemblymember Anna M. Caballero, 30th District)
- **Hobbies:** Amateur (HAM) Radio, Boulderling, Cooking, Electronics, Fishkeeping, Gardening, Pottery