

JOSHUA KAYES

To provide a benefit to any business or organization that can utilize my extensive experience with IT & Software Development Project Management. I am seeking a job that could also potentially leverage my DEAI work within the community in their organizations DEAI efforts for their employees. As a person with a disability and coming from a large family of people with disabilities, accessibility is a huge passion of mine that I have expertly spoken and educated on since the age of 9. I would like to find opportunities that speaks to my strengths as a people focused, data driven individual to improve morale and processes within organizations and businesses that believe that people are their best when their unique talents and skillsets are given opportunities to shine regardless of the diversity dimensions that they possess.

EXPERIENCE

NOVEMBER 2021 – PRESENT

LEAD CUSTOMER SERVICE ANALYST AND PROJECT MANAGER, BENCHMARK DIGITAL LLC

- Project Manager for IT-based projects using Waterfall for new and current subscribers to the SaaS platform implementing new applications, feature enhancements, and bug fixes
- Work with cross-functional teams to meet project deadlines, deliverables, and quality assurance, and ensure the project meets its full earning potential on schedule while remaining within budgetary guidelines
- Work with companies across the globe to troubleshoot and implement adjustments and bug fixes to their platforms promptly that meet professional standards for communication and time management
- Use SQL extensively to update customer records as well as from a data analysis standpoint to identify critical customers to market developing Artificial Intelligence and Machine Learning products (AI/ML)
- Program Management of AI/ML-based applications and initiatives focusing on Agility, Continuous Improvement, Go to Market Strategy
- Use Scrum methodology to maintain product backlogs across multiple products while soliciting input from C-Suite, Customer Relationship, and Technical teams to innovate while feasibly attaining sprint goals
- Establish and maintain a reporting structure to ensure that budget, timeline, roadblocks, and solutions were visible cross-functionally at all times to reduce waste and delays with product delivery
- Lead Scrum meetings to ensure that I was knowledgeable about the progress of products and working to provide stability for end users
- Conduct UI/UX reviews regularly and resolve inconsistencies to ensure that every company was receiving the same high-quality standard of care
- Help review current Quality Assurance testing processes to make sure they were up to date, not wasteful, efficient, and comprehensive of the features and functionality of each application
- Collaborate with the Executive Team to translate Executive Vision into fully realized projects with specific deliverables while helping to predict and avoid risk where possible and help to minimize and mitigate risk when it occurs
- Collaborate with customers to help translate trends and needs to increase the usability and efficacy of the Benchmark platform to help Benchmark maintain an industry-leading posture with the services and applications that we provide
- Guide the learning and development of a team of analysts and project managers around the globe to ensure that the process was consistent and help reduce process errors proactively, especially within the support space
- Advise on process improvements and help to establish new procedures using the Six Sigma mindset to streamline workflows into a concise, easy-to-follow format for workflows with a high utilization while reducing the margin for error

- Work with HR to establish companies first Diversity Based ERG using my personal experience of utilizing Diversity, Equity, Accessibility, & Inclusion (DEAI) best practices to advise on language, accessibility of software, and using an intersectional lens to establish relevant programming and support services across our different international locations

JULY 2021 – NOVEMBER 2021

TIME IMPLEMENTATION PROJECT MANAGER, PAYCOR

- Use Waterfall methodologies to manage hardware and software implementation projects for small to mid-size companies in healthcare, retail, manufacturing, education, and non-profit organizations
- Responsible for project kickoff, liaising with engineering and cross-functional teams to meet project milestones and achieve go-live status on strict timelines
- Use Agile to work to produce a Go to Market strategy for proposed hardware and software feature enhancements
- Solicit continual customer feedback to ensure that new features being implemented were valuable, not wasteful, and met existing gaps in product functionality
- Utilize Six Sigma concepts to help reduce waste and error within the implementation workflow across multiple products and achieve greater customer satisfaction while improving internal customer work/life balance

DECEMBER 2019 – JULY 2021

TIME SENIOR CUSTOMER ADVOCATE, PAYCOR

- Find the root cause of customer technical issues
- Use SQL to query customer databases to generate complex reports and specific datasets
- Maintains strong customer loyalty through the quick and efficient resolution of customer issues
- Implements customers to the Time & Attendance platform using project management fundamentals to meet KPIs and timely delivery of project deliverables
- Mentored, trained, and gave feedback to coworkers cross-functionally to increase knowledge of Time & Attendance platforms
- Using dashboards and reporting, I identified areas of opportunity for employees and created plans with employees to improve their call times and customer satisfaction numbers.
- Second highest-rated associate for the number of cases closed while maintaining and exceeding company baseline requirements for performance

JANUARY 2019 – DECEMBER 2019

SENIOR SPECIALIST OF END USER COMPUTING, SCHAWK/MATTHEW'S INTERNATIONAL

- Troubleshoot Hardware & Software Issues in macOS, Windows, and Windows Server
- Troubleshoot SaaS platform issues, including pre-production products such as Adobe, Esko, & AWS
- Deploy and manage a fleet of devices from mobile, portable, and desktop computing
- Manage the licensing and syncing of software
- Interview and maintain relationships with vendors to maintain operational integrity and establish project timelines to establish and integrate upgrades to our systems
- Work on projects on an as-needed basis geared toward inventory management and equipment lifecycle tracking
- Helped develop a multi-phase project plan to bring all desktop and portable computer technology up to date at my location so that all systems used were of the same quality using Agile concepts
- Through this project, I was able to help reduce user errors as well as increase productivity and consistency of quality across departments
- Liaised with upper management frequently to do data analysis of current customer records to identify opportunities for revenue growth aligned with key metrics to help develop a marketing strategy for those relevant businesses
- Help with community engagement efforts within the office so that we could establish philanthropic efforts around the city

MARCH 2013 – JANUARY 2019

GENIUS, APPLE INC.

- Troubleshoot Hardware & Software issues in macOS
- Repair hardware issues
- Work on special projects using Agile concepts to improve store processes and increase the utility of store resources to help reduce customer wait time and increase customer satisfaction
- Work on special projects to help increase accessibility within the store by assessing processes and the improvements necessary to meet a higher standard of accessibility for everyone
- Led daily team meetings with the Technical team to amplify goals and metrics that needed to be achieved or improved
- Facilitate training for new hires and internal staff promotions
- Mentored cross-functionally across all areas of the business, including fearless feedback and coaching when necessary
- Highest-rated Technician for the number of customers assisted while maintaining and exceeding company baseline requirements for performance
- Helped a wide range of customers, from the consumer, small businesses, and extensive enterprise
- Work to troubleshoot in areas of OS, Networking, Malware, Security, MDM, Peripherals, and File Management
- Assist customers of various experiences and abilities with technology, including but not limited to education and training, assistive/adaptive features of iOS and macOS platforms, assistive/adaptive applications on the computer, phone, and tablet devices, troubleshooting issues and problems with software and hardware knowledge gaps

EDUCATION

JANUARY 2023 (EXPECTED COMPLETION)

B.S. NETWORK OPERATIONS & SECURITY, WESTERN GOVERNOR'S UNIVERSITY

AUGUST 2006

A.S. COMPUTER APPLICATIONS, CINCINNATI STATE TECHNICAL & COMMUNITY COLLEGE

CERTIFICATIONS

APRIL 2021

CISCO CERTIFIED NETWORK ASSOCIATE: ROUTING & SWITCHING, CISCO

SEPTEMBER 2020

SECURITY+, COMPTIA

JUNE 2020

NETWORK+, COMPTIA

FEBRUARY 2020

A+, COMPTIA

SEPTEMBER 2019

PROJECT+, COMPTIA

AUGUST 2019

CERTIFIED INTERNET WEBMASTER ASSOCIATE, CIW

MAY 2019

ITIL 4 FOUNDATION, AXELOS

FEBRUARY 2014

APPLE-CERTIFIED MACINTOSH TECHNICIAN, APPLE INC.

COMMUNITY SERVICE WORK

MARCH 2022 - PRESENT

CINCINNATI ACCESSIBILITY BOARD OF ADVISORS

BOARD MEMBER

NOVEMBER 2021 - PRESENT

SPINA BIFIDA COALITION

ADVOCACY CHAIR

SEPTEMBER 2021 – FEBRUARY 2022

ACTION TANK

CITY COUNCIL BOOTCAMP, COHORT #2

APRIL 2021 – AUGUST 2022

NATIONAL ASSOCIATION OF ASIAN AMERICAN PROFESSIONALS

RELATIONS CHAIR

MARCH 2021 - OCTOBER 2022

LOVE MUST WIN, INC.

EXECUTIVE DIRECTOR

JANUARY 2021 - PRESENT

REVOLUTION DANCE THEATRE

COMMUNITY ENGAGEMENT COORDINATOR

OCTOBER 2020 – PRESENT

TREEHOUSE CINCINNATI

PRESIDENT

SEPTEMBER 2020 – MARCH 2021

LOVE MUST WIN, INC.

EXECUTIVE VICE PRESIDENT

FEBRUARY 2020 - PRESENT

HUMAN RIGHTS CAMPAIGN: GREATER CINCINNATI

STEERING COMMITTEE CO-CHAIR

DECEMBER 2019 – NOVEMBER 2021

PRISM: PAYCOR LGBTQ+ ERG

COMMITTEE MEMBER

AUGUST 2019 - PRESENT

HUMAN RIGHTS CAMPAIGN: GREATER CINCINNATI

COMMUNITY ENGAGEMENT CO-CHAIR

FEBRUARY 2017 – FEBRUARY 2019

CINCINNATI YOUTH COLLABORATIVE

VOLUNTEER

COMMUNITY SERVICE HIGHLIGHTS

ACTION TANK

- Successfully created a multiple-step action plan to increase accessibility within the City of Cincinnati through exercises centered around Policy Formation, Budgeting, Creative Writing, Collaboration, etc.
- Put into action what I learned from Action Tank by initiating meetings with Councilmembers to act on the following action items:
 - Creation of a Guidance Document that will be used by Cincinnati Businesses to increase accessibility
 - Work toward legal viability when it comes to accessibility with bars and establishments that offer beverages to be required to provide upon request containers with lids to help improve the experience of people with disabilities
 - This has the additional potential benefit of helping to decrease the prevalence of sexual and intimate partner violence within the community by increasing the difficulty of drugging individuals to assault them
 - Liaising with Disability Advocacy Organizations and Disability
 - Ally organizations to increase awareness of accessibility needs within the city
 - Work to help the city create an Accessibility Equality Index model to help assess the current posture of business accessibility and promote more accessibility within the city
 - Review the Building and Inspections Document: Accessibility Requirements for Existing Buildings and Structures to be aligned with the most recent revisions to the Ohio Building Code from which the document is modeled.

CINCINNATI ACCESSIBILITY BOARD OF ADVISORS

- Working with City Council to work on an initiative to report on and rate Cincinnati businesses/organizations on their accessibility posture
- Working with Disability Organizations in Cincinnati to provide services and support to both people with disabilities as well as business owners regarding compliance with ADA
- Collaborated with other CABA members to submit a recommendation to City Council for accessibility improvements to City Hall
- Worked with Cincinnati Public Library Diversity Strategic Planning Committee to discuss ways that CPL can help to address current accessibility needs about access to information and community spaces for people with disabilities as well as other diversity dimensions within the community

CINCINNATI REGIONAL COALITION AGAINST HATE

- Data Analysis Committee member to work on obtaining better regional data regarding hate crimes and hate crime reporting
- Collaborated with team members to create a series of talkbacks with different community members based on different diversity dimensions
- Working on a platform to increase awareness and prevention of hate crimes regionally that can be dispersed out further upon release and improvement of the platform that is culturally competent regarding the community that is being targeted

HUMAN RIGHTS CAMPAIGN

- Started a series of Virtual Town Halls ranging on topics of intersectionality within the LGBTQIA+ community

that included Black Lives Matter, Transgender/Non-Binary Community, People with Disabilities, Youth & Students, LGBTQIA+ Sexual Health, Faith & Spirituality

- Led teams to create fundraising and community engagement events
- Fostered and established new community partnerships to reach a broader audience to support the LGBTQIA+ community and the Greater Cincinnati Community
- Recognized Nationally by the Human Rights Campaign for my strong leadership in the areas of Community Engagement & DEAI
- Spoke Nationally to Steering Committees across the country regarding the accessibility of both in-person and virtual events
- Partnered with liaisons from the national level to work on guidance documents for steering committees to use for virtual and in-person events
- Co-Chair of the 2022 Greater Cincinnati HRC Dinner and Chair of the Auction Committee
- Chosen in July of 2021 to be part of HRC's BIPOC Leadership Summit, which was a leadership training series for BIPOC leaders within communities in which HRC has a presence
- Panelist for Workplace Equality Committee Event Difficult Conversations in the Workplace that focused on overcoming difficult conversations surrounding LGBTQ+ Intersectional lived experience across a variety of Diversity Dimensions
- Moderated panel LGBTQ+ & Disability: Ableism, Advocacy, and Disability Exploitation which discussed the lived experience of folx with both visible and invisible disabilities focusing on topics such as ableism, activism, allyship, difficult conversations, ADA Compliance, Media Representation, and exploitation of people with disabilities

LOVE MUST WIN, INC.

- Implemented multiple community-based projects utilizing a Waterfall methodology, including Lawrenceburg Pride in June of 2022, which was the highest-attended iteration of that event to date
- Utilize tools for data collection, including surveys and feedback from the team and community members on types of programming to implement
- Work with Budgeting and Finance to ensure proper documentation of funds spent and for which purposes they were utilized
- Working with my VP to rebrand existing programs in a way that isn't reinventing the wheel but instead is identifying ways our current resources can continue to meet and expand upon the ever-changing needs within the community
- Experience with creating new programs from the grassroots to serve underserved sections of the population
- Coordinating and collaborating across multiple programs to establish a solid and unified brand that is constantly working to meet the mission and vision of Love Must Win
- Successfully expanded our active board from 8 to 18 fully engaged board members

NATIONAL ASSOCIATION OF ASIAN AMERICAN PROFESSIONALS

- Twice a Panelist for AdoptionSTAR on Race and Racism from the Transracial Adoptee perspective
- Panelist for Park Adoption Community Center on DEAI work from the Adoptee perspective

TREEHOUSE CINCINNATI

- The goal is to establish Cincinnati's first official LGBTQIA+ center
- Working with key stakeholders to raise funds and support
- Working with finance and operational committees to incorporate and apply for 501c3 status to create a budget and by-laws and strategize around communications and 5-year plan toward sustainability and achieving key deliverables along the way to meeting our higher goal of a center
- Working to strategize around fundraising and grants to make sure we have a diverse and sustainable model of funding for the project in the future
- Coordinating efforts with Community Engagement Committee to create dynamic events in the community that not only provides service and support for the community but provide opportunities for community members to show support to the organization through volunteering and resources

ADDITIONAL DEAI WORK

- Working to establish a baseline report on comprehensive medical service access by LGBTQ+ POCs within OKI

communities and the roadblocks that exist to accessing those services

- The second phase will work to dismantle roadblocks and help improve the prevalence of access to comprehensive medical services for the LGBTQ+ POC community and establish a process where this similar concept can be applied to help other marginalized and underserved communities access those services as well
- Chosen by Cincinnati Pride Organization & PNC for the June 2022 PNC Community Advocate Award for my work within the LGBTQ+ Community in Cincinnati and its intersections
- Chosen By Cincinnati Black Pride Organization for their Rafiki award in June 2022 for Community Service work within Cincinnati to advocate for the Black LGBTQ+ community
- I have a large family, and many people have disabilities, including myself and have utilized and helped implement various assistive/adaptive technologies, including but not limited to the areas of speech and communication (i.e. Dragon Speak, Speech Boxes, and Tablets), physicality and mobility (Wheelchairs, Walkers, Hand Bikes, Crutches), and visibility (color deficiency correcting eyewear, print services, color printing services)
- I have been an accessibility champion within the community for over 20 years, being an advocate for accessibility within a multitude of spaces, including retail, government, non-profit, SaaS, and manufacturing
- I have spoken as a subject matter expert on accessibility and disability as early as the age of 9 for various organizations looking to expand accessibility awareness within the community