

# JOSHUA KAYES

---

To obtain a job that aligns with my extensive community experience focused primarily on DEAI. Specifically targeting areas of program implementation, networking, project management, training & mentoring, and consultation on diversity, equity, accessibility, and inclusion with expertise in community engagement.

## EXPERIENCE

**NOVEMBER 2021 – PRESENT**

**LEAD CUSTOMER SERVICE ANALYST, BENCHMARK DIGITAL LLC**

- Project Manager for IT based projects 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, quality assurance, and ensuring the project meets it's full earn potential in a timely manner
- Work with companies across the globe to troubleshoot and implement adjustments and bug fixes to their platforms in a timely manner that meets professional standards for communication and time management
- Advise on process improvements and helping to establish new processes 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

**JULY 2021 – NOVEMBER 2021**

**TIME IMPLEMENTATION CONSULTANT, PAYCOR**

- Key stakeholder for clients implementing time & attendance products
- Responsible for project kickoff, liaising with engineering and cross functional teams to meet project milestones and achieve go live status on strict timelines
- Implements key aspects of both the waterfall & agile methodologies to arrive at key deliverables

**DECEMBER 2019 – JULY 2021**

**TIME SENIOR CUSTOMER ADVOCATE, PAYCOR**

- Find root cause of customer technical issues
- Maintains strong customer loyalty through quick and efficient resolution of customer issues
- Implements customers to Time & Attendance platform using project management fundamentals to meet KPI's and timely delivery of project deliverables
- Trains coworkers in Time product platforms
- Second highest rated associate for 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 fleet of devices from mobile, portable, and desktop computing
- Manage 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

**MARCH 2013 – JANUARY 2019**

**GENIUS, APPLE INC.**

- Troubleshoot Hardware & Software issues in MacOS
- Repair hardware issues
- Facilitate training for new hires and internal staff promotions
- Mentored cross functionally across all areas of the business
- Highest rated Technician for number of customers assisted while maintaining and exceeding company baseline requirements for performance
- Assisted a wide range of customers from consumer, small business, and large enterprise
- Work to troubleshoot in areas of OS, Networking, Malware, Security, MDM, Peripherals, and File Management

## **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**

**FEBURARY 2014  
APPLE CERTIFIED MACINTOSH TECHNICIAN, APPLE INC.**

## **COMMUNITY SERVICE WORK**

**NOVEMBER 2021 - PRESENT  
SPINA BIFIDA COALITION  
ADVOCACY CO-CHAIR**

**SEPTEMBER 2021 – FEBRUARY 2022  
ACTION TANK  
CITY COUNCIL BOOTCAMP, COHORT #2**

**APRIL 2021 - PRESENT  
NATIONAL ASSOCIATION OF ASIAN AMERICAN PROFESSIONALS  
RELATIONS CHAIR**

**MARCH 2021 - PRESENT  
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 work toward increasing 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 offer 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 with the purposes of assaulting 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 modelled.

### **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

- Lead teams to create fundraising and community engagement events
- Fostered and established new community partnerships to reach a wider audience to support within the LGBTQIA+ community and the Greater Cincinnati Community
- Recognized Nationally by Human Rights Campaign for my strong leadership in the areas of Community Engagement & DEAI
- Spoke Nationally to Steering Committees across the country regarding accessibility of both in person and virtual events.
- Partnered with liaisons from 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 which HRC has 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 folks 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.**

- 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 strong 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 full 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**

- 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, 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 certain we have a diverse and sustainable model of funding for the project going forward
- Coordinating efforts with Community Engagement Committee to create dynamic events for the community that not only provide service and support for the community but provide opportunities for community members to show support to the organization through volunteering and resources