

KAILA HAMADAY

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484-362-8771

Professional Summary

Cybersecurity-focused IT professional with over 5 years of experience leading teams and managing high volumes of support requests. Proven expertise in resolving complex technical issues, providing Tier 1 IT support, and training staff. Currently pursuing a Certification in Cybersecurity and enhancing skills in threat detection, incident response, and security protocols. Strong foundation in cloud environments, ticketing systems, and customer service excellence.

Work Experience

Helpdesk Supervisor

Specialty Answering Service-King of Prussia, PA

August 2018 to Present

- Managed and processed support actions and requests using ticketing systems, resolving approximately 350 to 500 tickets monthly.
- Provided Tier 1 IT support, resolving technical issues related to software, hardware, and network systems
- Acted as the subject-matter expert on escalated issues, including security-related incidents, technical issues, and leading to enhanced incident response times.
- Trained and supported end-users with cybersecurity best practices, improving the overall security posture of the organization.
- Led a help desk team of 10 employees, fostering a culture of security awareness through continuous training and development.
- Conducted follow-ups with clients to ensure optimal satisfaction and adherence to security protocols following support engagements.
- Exposure to Salesforce, HelpScout, Zendesk, AWS, and Azure, with a focus on secure cloud management.
- Ensuring continuous adherence to PCI and HIPAA compliance standards for client accounts while staying updated on regulatory changes.

Communications Supervisor

Insomnia Cookies-Newtown Square, PA

July 2015 to May 2019

- Directed, guided, coached and mentored team of 15 agents and surpassed individual and corporate goals.
- Demonstrated professional and polished demeanor with positive, upbeat and friendly personality and supported calling work during times of peak contact volume.
- Supervised and tracked phone and email activity using various contact center applications and software tools.
- Developed and executed contact strategies and improved end-to-end processes and client satisfaction ratings.
- Determined quality assurance benchmarks and set standards for improvement.

- Provided real-time coaching, guidance and feedback to customer service agents to achieve development goals.
- Led daily team meetings to review performance, set targets and motivate staff.
- Resolved escalated customer issues promptly and professionally to maintain satisfaction.
- Recruited, trained and onboarded new agents, maintaining exceptional service standards.
- Conducted performance reviews for staff members to reduce resolution times and improve customer satisfaction ratings.

Collections Specialist

AR Logix-Reading, PA

November 2013 to November 2014

- Delivered exceptional customer service while ensuring the secure handling of sensitive financial information.
- Researched accounts and conducted due diligence to resolve collection issues, maintaining strict compliance with data security standards.
- Negotiated repayment plans and processed payments securely, adhering to industry regulations and best practices.

Education

Certification in Cybersecurity

DeVry University - Villa Park, IL

May 2023 to Present

Associate of Science in Surgical Technology

Star Career Academy - Norristown, PA, US

July 2012

Skills

- Help Desk (6 years)
- Technical Support (10+ years)
- Troubleshooting (10+ years)
- Cybersecurity Awareness Training (1 year)
- Ticketing Systems (10+ years)
- Team Leadership (10+ years)
- Secure Data Handling (10+ years)

Links

<https://www.linkedin.com/in/kaila-hamaday-46bbab140>

Certifications and Licenses

MasterCard Cybersecurity Virtual Experience Program on Forage

September 2023 to Present

- Design Phishing Email
- Interpret results and create training