Caleb Fleming

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About Me

Experienced technical support specialist, systems integrator, and business operator with 5+ years leading Apple's most sensitive support teams and independently developing operational infrastructure for K-P Tech Support. Adept at building scalable workflows using web based tools like Calendly, Tally, Notion, and more to deliver seamless scheduling, intake, and service fulfillment. Known for high-EQ communication, multi-system thinking, and bridging the gap between enterprise support excellence and freelance agility. Passionate about transforming complexity into clarity through documentation, automation, and human-first support design.

Education

Bachelor of Business in Healthcare Administration – University of Pikeville, Graduated 2019

Experience

AppleCare Support | KellyConnect

SENIOR SUPPORT SPECIALIST, MAY 2020 - PRESENT

Progressively promoted 9 times across AppleCare's highest-sensitivity support domains over five years, culminating in a lead-level specialist role trusted to handle critical escalations and advisor consultations across technical, creative, financial, safety, and accessibility teams.

- Delivered advanced troubleshooting and real-time peer guidance across iOS, macOS, watchOS, visionOS, tvOS, HomeKit, multimedia, and creative platforms
- Spearheaded live mentorship efforts for new and newly promoted advisors, including shadowing, coaching, and QA evaluation
- Designed annotated training materials and onboarding call examples used in department-level curriculum
- Supported sensitive cases involving safety, litigation risk, fraud, and account access, balancing legal compliance with customer advocacy
- Authorized service exceptions and resolution paths across all departments with the highest level of financial and operational discretion
- Initiated engineering escalations and coordinated multi-department workflows for critical service-impacting issues

K-P Tech Support | K-PTech.com

FOUNDER & SYSTEMS INTEGRATOR, SPRING 2025 - PRESENT

Launched and operate a self-sustaining tech support business from the ground up, specializing in integrated client onboarding, ticketing systems, and freelance operational design. Serves both individuals and small businesses with scalable, automation-driven service delivery. Delivered advanced troubleshooting and real-time peer guidance across iOS, macOS, watchOS, visionOS, tvOS, HomeKit, multimedia, and creative platforms

- Deployed a full client journey using Calendly, Zoom, and Tally – including conditional logic, automated payments, client intake forms, and redirect flows
- Developed custom ticketing forms, consultation pipelines, and subscription management processes using Tally and SignWell
- Created flexible service menus and pricing logic for remote, on-site, and ProCare subscription tiers
- Integrated contracts and business workflows using SignWell and Notion to support long-term client relationships
- Designed and launched a full-stack web ecosystem at K-PTech.com and its related pages
- Continuously iterates system designs based on customer behavior, form analytics, and service conversion

Certifications

82 total professional certifications earned through HubSpot Academy and Coursera Project Network, spanning technical support, cloud platforms, CRM, business operations, marketing, SEO, and productivity tools. Full certification list available at Bio.K-PTech.com and my LinkedIn profile.

HIGHLIGHTS INCLUDE:

- CRM lifecycle management using HubSpot, Salesforce, and integrated intake logic
- End-to-end customer support workflows with ticketing, escalation, and SOP tools
- Scheduling and intake systems built using Calendly, Tally, and conditional logic forms
- Cross-platform productivity expertise across Microsoft 365, Google Workspace, and Notion
- Subscription billing, quoting, and digital contract flows using SignWell and Stripe
- Automation and low-code tool integration across business operations

Proficiencies

CLICK HERE TO REVIEW MY FULLY DETAILED PROFICIENCY SHOWCASE

Area	Level	Certifications
CRM Platforms & Customer LifeCycle Manageent	Expert	9
Customer Service Tools & Ticketing Systems	Expert	7
Data Analysis & Reporting	Trained	6
Digital Office Suites & Collaboration Tools	Expert	26
Forms & Conditional Intake	Experienced	5
Infrastructure as a Service (IaaS)	Trained	6
Knowledge Base & SOP Development	Experienced	9
Marketing	Trained	18
Project & Task Management Tools	Expert	5
Software as a Service (SaaS)	Expert	6
Workflow Automation & Integration	Experienced	7