

Keenan Kelsey
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Work Experience

Senior Merchant Support Agent

Authorize.Net (October 2017-Present)

Helped troubleshoot merchants and their developers with software integration issues. Handle escalated issues with our Merchants and Business partners via inbound calls, eticket, email, or chat. Thoroughly describe and document work using call ticketing systems.

Tier One Support Agent

Overstock.Com (October 2016-September 2017)

Answered inbound calls effectively by providing the best customer service, responded with correct grammar to emails, researched member concerns to resolve problems promptly and courteously, followed up on customer service issues and captured customer feedback.

Brand Representative

Nike Factory Store (October 2016-February 2017)

Provided exceptional customer service, educated consumers, managed logistics and loss-prevention. Added value to the company by marketing the brand through skilled sales, extensive product knowledge and personal testimonial.

Personal Trainer/Coach

CrossFit Surf City (February 2016-August 2016)

Torrance CrossFit (January 2014-December 2015)

LAX CrossFit (August 2013-December 2015)

Developed programmed workouts, helped members minimize injury, demonstrated exercises and routines, modified workouts to individual fitness levels, provided emergency first aid and educated on general fitness, health and nutrition. Maintained and contributed to a monthly blog for gym members.

Lead Operations Coordinator

Virgin America Airlines (February 2008-March 2014)

Managed day to day functions of all agents on the operating team and ensured safety and compliance of staff. Managed gate plotting in real time adapting for any changes or adverse situations. Modified management software to relay updates and strictly adhered to all Federal Aviation Requirements.

Education

BS Physical Education, University of Arkansas, Pine Bluff (2007)
AA Liberal Arts, El Camino College (2005)
AAS Computer Science, Salt Lake Community College(2020-Present)

Miscellaneous Experience

Coordinated and participated in CrossFit Competitions across Southern California (2012-Present)
Named *Fittest of South Bay* (2015)
Boys and Girls Clubs of America (2006)
UAPB Conference Championship Game (2006)

Other Skills

Object Oriented Programming
Automation Programming
Experience with the Linux file system, Bash Scripting, and CLI
Microsoft Office Suite (i.e. Word, PowerPoint, Excel), Google Suite
Data Entry (45 WPM)