

# Kevin Mok

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## Summary

Customer-focused Technical Support professional (Tier 1/2) with strong de-escalation and clear communication skills, and a track record of faster first response, fewer escalations, and tighter SLAs. Comfortable handling high-throughput ticket queues, documenting fixes into KBs, and translating technical issues into plain language for non-technical users.

## Work Experience

### Red Hat

May 2023 — Aug 2024

#### Technical Support Engineer Intern (Tier 1/2) <Ticketing/Triage, Knowledge Base Writing, De-escalation>

- Delivered **Tier 1/2 frontline support** for CI/CD & Kubernetes in a ticket queue; improved **first-response time by 40%** through better triage/routing.
- Performed **incident troubleshooting and root-cause analysis**; automated data capture/validation that resolved **80% of config errors** and reduced downtime by **40%**.
- Wrote **step-by-step knowledge-base articles** and troubleshooting flows that enabled Tier 1 to solve common probe issues, **cutting escalations by 30%**.
- Built a deployment **runbook** that standardized fixes and reduced repeat contacts/tickets by **66%**; shortened resolution from **45 → 15 minutes**.
- Kept users informed with **concise status updates**, set expectations, and **de-escalated frustrated stakeholders** by focusing on next steps and time to resolution.
- Documented fixes into **KBs/runbooks** for reuse.

### Web Dev & Support Projects

#### Rarity Surf <User Support, Bug Reproduction>

Mar 2025

- Provided **real-time user support** for a live analytics app (triage → reprogram → fix → follow-up) across UI filtering and API errors.
- Translated **user requests into fixes/features**, improving usability for non-technical traders; **reduced perceived latency by 50%** under load with targeted optimizations.

#### Kanban Calendar <Bug Reproduction, Troubleshooting Guide>

Feb 2025

- Reproduced and resolved **UI bugs** across devices; documented steps and **added a troubleshooting guide** for consistent fixes.
- Built and maintained a **mobile-responsive calendar interface** that improved day-to-day task clarity for end users.

#### Astronofty <Live Demo Support, Stakeholder Updates>

Jan 2023

- Supported a **live demo under time pressure**; handled rapid feedback and kept stakeholders aligned with “what’s fixed/next/ETA.”

## Skills

**Call Centre & Customer Support:** Active Listening, De-escalation, Clear Communication, Ticket Triage, Documentation/KB Writing, Jira

**Technical Support:** Tier 1/2 Troubleshooting, Incident Response, Microsoft 365, Log Analysis, Root-Cause Investigation  
**Languages:** English, Cantonese

## Education

### University of Toronto (St. George)

2020 — 2025

Computer Science Specialist — 3.84 GPA, High Distinction.

## Referral

Referred to job by Stephanie Te (stephanie.te@verisk.com).