# Kevin Mok

647-685-2500
me@kevin-mok.com

linkedin.com/in/Kev-Mok
github.com/Kevin-Mok

## Summary

Customer-focused call centre professional with Tier 1/2 support experience, de-escalation, and clear communication. Improves first-response, reduces escalations, and shortens resolution times across high-volume phone/chat/email queues. Strong documentation habits and plain-language explanations for non-technical users.

## Work Experience

### Digital Goods Marketplace
July 2025 — Present

*Owner–Operator (Customer Support & Sales)*   Live Chat Support, Dispute Resolution, Sales Negotiation

- Built and managed a **peer-to-peer e-commerce operation** reselling digital items; exceeded **$50,000+ gross merchandise value**.
- Closed transactions and **middlemanned for high-value trades exceeding $5,000+ deals)** with **250+ verified vouches**, maintaining **5-star satisfaction** and **zero unresolved disputes**.
- Handled **end-to-end operations and escrow**: sourcing, pricing, inventory, listings, secure payments and fulfillment.
- Implemented **fair-value pricing** and **bundle offers** to accelerate turnover and improve margins while reducing low-value inquiries.
- Standardized **ownership verification and middleman workflows** to mitigate **fraud/chargeback** risk on large trades.
- Tracked **P&L and cash flow**; reconciled payments and maintained records for auditability.

### Red Hat
Aug 2022 — Aug 2024

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

- Delivered **Tier 1/2 frontline support** for CI/CD and Kubernetes issues via a ticket queue, improving **first-response time by 40%** through better triage and routing.
- Performed **incident troubleshooting and root-cause analysis**; automated data capture/validation that resolved **80% of config errors** and **reduced downtime by 40%**.
- Wrote **clear, 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 time 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.
- Partnered with QA/DevOps to capture **root causes** of startup failures; implemented dynamic probes that **cut production launch issues by 50%**.

## Web Dev Projects

**Rarity Surf**  <User Support, Bug Reproduction>
March 2024 — Dec 2024

- Reproduced user-reported issues; wrote **concise repro steps** and a **known-issues + workarounds** note to reduce repeat questions.
- Partnered with devs to **prioritize fixes** from impact-driven triage and shipped **onboarding/troubleshooting snippets** that cut new-user setup pings, improved first-contact resolution, and kept user-facing notes up to date.

## Skills

- **Customer Support & Call Centre:** Active listening, empathy, de-escalation, clear written/verbal comms, ticket triage/prioritization, SLA awareness, call/chat/email etiquette, documentation & KB writing
- **Technical:** Microsoft 365, VPN/log basics, Linux basics
- **Languages:** English; **Cantonese (fluent)**

## Education

### University of Toronto (St. George)
2020 — 2025

Computer Science Specialist — 3.84 GPA. Graduated with High Distinction.