

# Kevin Mok

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## Work Experience

### Red Hat

May 2022 — Aug 2023

Cloud/Software Engineer Intern <Kubernetes, GoLang, Jenkins>

- **Provided Tier 1 and Tier 2 support**, resolving user-reported issues with CI/CD pipelines and Kubernetes environments, resulting in a **40% faster average response time**.
- **Authored clear, user-friendly documentation** that translated complex technical processes into step-by-step guides, **accelerating onboarding by 50%** and enabling non-technical stakeholders to self-serve.
- **Demonstrated leadership and collaboration** by actively contributing to **Agile** sprint planning in a 12-member team, driving improvement in sprint velocity through optimized task delegation and idea generation.
- **Collaborated with QA and DevOps teams** to document root causes of startup failures in legacy systems, implementing dynamic probes that **cut production launch issues by 50%**.
- **Diagnosed and resolved 80% of configuration errors** in Kubernetes deployments by automating data fetching and validation, **reducing system downtime by 40%** and improving reliability for end-users.
- **Reduced deployment-related support tickets by 66%** by developing a CLI tool to automate Kubernetes binary deployments, with documented troubleshooting procedures that cut resolution time from 45 to 15 minutes.
- **Decreased configuration error escalations by 30%** through dynamic probe defaults and created knowledge base articles enabling Tier 1 support to resolve most probe issues independently.

## Skills

- **Data Entry:** 120 WPM, Microsoft 365 (Office/Excel)
- **Customer Support:** Tier 1/2 Troubleshooting, Cross-team Collaboration, Communication, Documentation
- **Programming:** Python, Go, JavaScript, TypeScript, AWS, PostgreSQL, Linux, React, Django

## Web Dev Projects

Rarity Surf <TypeScript, JavaScript, Node.js, React>

March 2025

- **Provided direct user support** for a live NFT analytics platform, resolving front-end filtering bugs and API integration issues in real-time.
- **Developed a full-stack web application with PostgreSQL database** to analyze NFT rarity rankings, increasing market research efficiency by 80%.
- **Translated user requests into technical features**, implementing real-time PostgreSQL-powered filters that improved usability for non-technical traders.

Astronofty <JavaScript, React, Solidity>

Jan 2023

- **Developed technical solutions in high-pressure environments**, earning 2nd place at UofTHacks X for a decentralized NFT marketplace app.
- **Handled real-time user testing feedback**, adapting components on the fly to resolve blocking issues during demo.

Kanban Calendar <TypeScript, JavaScript, React, Next.js>

Feb 2025

- **Resolved UI bugs and cross-device compatibility issues**, contributing documentation for consistent reproduction and team-wide fixes.
- **Built and maintained a responsive calendar interface**, enhancing productivity for users managing personal and professional tasks.

## Education

University of Toronto (St. George)

2019 — 2024

Computer Science Specialist — 3.84 GPA (CS). Graduated with High Distinction.

## Referral

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