Kevin Mok

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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.

Web Dev Projects

Rarity Surf

March 2024 — Dec 2024

User Support, Bug Reproduction

- Reproduced user-reported issues and wrote concise repro steps with known-issue workarounds to reduce repeat questions.
- Partnered with developers to prioritize high-impact fixes and shipped onboarding/troubleshooting snippets that improved first-contact resolution.

Work Experience

Digital Goods Marketplace

Owner-Operator (Customer Support & Sales) July 2025 — Present

Live Chat Support, Dispute Resolution, Sales Negotiation

- Built and managed a peer-to-peer e-commerce operation for digital items with $50,000+ gross merchandise value.
- Closed and middlemanned high-value trades over $5,000 with 250+ verified vouches and zero unresolved disputes.
- Handled end-to-end escrow operations including sourcing, pricing, listings, secure payments, and fulfillment.
- Implemented fair-value pricing and bundle strategies to improve margins and reduce low-value inquiry volume.
- Standardized ownership verification and middleman workflows to reduce fraud and chargeback risk.
- Tracked P&L and cash flow while maintaining auditable payment and fulfillment records.

Red Hat

Technical Support Engineer Intern (Tier 1/2) Aug 2022 — Aug 2024

Ticketing/Triage, De-escalation, Knowledge Base Writing

- Delivered Tier 1/2 frontline support for CI/CD and Kubernetes issues through ticket triage and routing, improving first-response time by 40%.
- Performed incident troubleshooting and root-cause analysis, resolving 80% of configuration errors and reducing downtime by 40%.
- Wrote clear knowledge-base articles and troubleshooting flows that enabled Tier 1 to resolve common probe issues, cutting escalations by 30%.
- Built a deployment runbook that reduced repeat contacts and shortened resolution time from 45 minutes to 15 minutes.
- Kept users informed with concise status updates and expectation-setting to de-escalate stakeholder friction.
- Partnered with QA/DevOps to capture startup failure root causes and implement dynamic probes, reducing launch issues by 50%.

Skills

Customer Support & Call Centre: Active listening, empathy, de-escalation, clear written/verbal communication, ticket triage/prioritization, SLA awareness, call/chat/email etiquette, documentation and KB writing

Technical: Microsoft 365, VPN/log basics, Linux basics

Languages: English; Cantonese (fluent)

Education

University of Toronto (St. George)

Computer Science Specialist

3.84 GPA. Graduated with High Distinction.

2020 — 2025