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. Strong **documentation habits** and **plain-language** explanations for non-technical users.

Work Experience

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%**.

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.

Dev Projects

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

- Reproduced user issues and wrote **concise repro steps**, **known-issues workarounds**, and **onboarding/troubleshooting snippets** that reduced **repeat questions**, improved **first-contact resolution (FCR)**, and kept user-facing docs in sync with shipped fixes.

Skills

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

Education

University of Toronto (St. George)
2020 — 2025

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