Kyle Agostinelli

Technical Support Specialist | SaaS, API & Cloud Support

Technical Support Specialist experienced in high-volume SaaS environments supporting API-driven platforms and cloud-connected systems. Known for strong first-contact resolution, clear technical communication, and handling complex escalations. Seeking a SaaS or cloud-focused support role with growth into Tier 2 / Technical Support Engineering.

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EXPERIENCE

Gerson Lehrman Group (GLG) — *Technical Consultant*
Remote | Jan 2024 – Present
• Advised Fortune 500 and institutional clients on SaaS, cloud infrastructure, and telecommunications, delivering concise technical insights to support modernization and vendor decisions.
• Analyzed emerging technologies and regulatory shifts, translating complex technical topics into clear, actionable guidance for non-technical stakeholders.

Samsara — *Technical Support Specialist*
Remote | Feb 2023 – Mar 2024
• Handled up to 50 SaaS support tickets per day during rapid hyper-growth, resolving API, authentication, and integration issues for IoT fleet management systems end-to-end.
• Maintained **95%+ CSAT** with **<5% transfer rate**, consistently resolving escalated Level 1 cases without Tier 2 involvement.
• Recognized **9× "Most Helpful"** for technical clarity, customer advocacy, and high-quality resolutions.

Asurion — *Technical Sales Specialist*
Remote | May 2021 – Feb 2023
• Improved KPIs by **20%** through solution-focused technical troubleshooting and proactive customer guidance.
• Simplified complex technical issues into clear resolutions, improving retention and reducing repeat contacts.

Cable One (Sparklight) — *Technical Support Specialist*
Remote | May 2021 – Feb 2023
• Resolved **97% of tickets on first contact**; promoted to Business Support for advanced networking and connectivity cases.
• Configured and troubleshot Wi-Fi networks, switches, and small-business environments.

Calculated Fire Protection — *IT Administrator*
New York | Aug 2018 – Aug 2019
• Recovered **$100K+ in critical project data**, preventing operational and financial loss.
• Built and supported internal network and Azure-based file collaboration; provided full IT support for CAD and Office users.

EDUCATION

SUNY Orange County Community College — *Middletown, NY*
Associate of Science in Engineering (AS)

AUGUST 2015 - MAY 2017

• *Maintained a consistent 4.0 GPA.*

CERTIFICATIONS

IBM: HTML, CSS and JavaScript + Cloud Computing *(Coursera)*

SKILLS

API Support

Product Support

Software Support

Networking: DNS, DHCP, VLANs, TCP/IP

Windows

macOS

HTML

CSS

JavaScript

Zendesk

Salesforce

Active Directory / Azure AD

O365 Administration

Customer Service

Troubleshooting Process Improvement

Adaptability

AWARDS

Premier Ticket Handler — Samsara: Trusted to resolve escalated Level 1 tickets prior to Tier 2, preventing unnecessary escalations.

Most Helpful (9×) — Samsara

Transfer Rate <5% with 95%+ CSAT

Internal Promotion — Cable One (Residential → Business Support)

Recovered $100K+ in project data (Calculated Fire Protection)

LANGUAGES

English