

# Kyle Agostinelli

Technical Support Specialist and Technical Consultant with experience across SaaS platforms, networking, and customer-facing advisory work. Known for high first-contact resolution, clear communication with both technical and non-technical stakeholders, and consistently high customer satisfaction. Looking to leverage hands-on support and consulting experience to reduce downtime, improve user experience, and strengthen client relationships.

## EXPERIENCE

### Gerson Lehrman Group (GLG) — *Technical Consultant*

Remote | Jan 2024 – Present

- Provide expert advisory on telecommunications, SaaS/PaaS ecosystems, and blockchain infrastructure.
- Deliver market analyses on emerging technologies and regulatory shifts.
- Advise Fortune 500 clients on infrastructure modernization and vendor selection.

### Samsara — *Technical Support Specialist*

Remote | Feb 2023 – Mar 2024

- Delivered API, product, and software support across IoT fleet management systems.
- Diagnosed REST API, authentication, and integration issues with customer systems.
- Maintained 95%+ CSAT and <5% transfer rate; received “Most Helpful” recognition nine times.

### Asurion — *Technical Sales Specialist*

Remote | May 2021 – Feb 2023

- Exceeded KPIs by 20%+ through proactive technical guidance and customer retention.
- Simplified troubleshooting workflows, improving customer experience and resolution time.

### Cable One (Sparklight) — *Technical Support Specialist*

Remote | May 2021 – Feb 2023

- Resolved 97% of support tickets on first contact; promoted to business-tier support.
- Configured Wi-Fi networks, switches, and connectivity for small business clients.

### Calculated Fire Protection — *IT Administrator*

New York | Aug 2018 – Aug 2019

- Recovered \$100K+ in project data from a corrupted drive partition.
- Built an internal office network and configured Azure cloud for file collaboration.
- Supported CAD and Microsoft Office users with all software and IT issues.

## EDUCATION

### SUNY Orange County Community College — *Middletown, NY*

Associate of Science in Engineering (AS)

AUGUST 2015 - MAY 2017

*Graduated with a 4.0 GPA.*

## CERTIFICATIONS

### IBM Introduction to HTML, CSS and JavaScript

*Coursera, Course Catalog*

### IBM Introduction to Cloud Computing

*Coursera, Course Catalog*

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## SKILLS

API Support

Product Support

Software Support

Network Management

TCP/IP

Windows

macOS

HTML

CSS

JavaScript

Zendesk

Salesforce

Customer Service

Troubleshooting Process

Improvement

Adaptability

## AWARDS

**“Most Helpful” — 9 of my the first 11 months of working at Samsara**

**Transfer Rate <5% with 95%+ CSAT**

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

**Internal Promotion at Cable One** from Residential Support to Business Support and took on various new duties such as dispatching technicians and configuring larger network setups, including Wi-Fi configurations and switches.

## LANGUAGES

English