

# 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