Kevin Daysal

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📱 770-329-4524

SUMMARY

Experienced technology professional with a diverse background in operations management, data analytics, SaaS client service and agile product development. Seeking to leverage my passion for SaaS technology to help cutting-edge tech companies scale business for rapid growth.

Portfolio Website

https://kdaysal.github.io/portfolio-website/

TECHNICAL SKILLS

Project Management:
Atlassian Jira / Confluence,
Agile Scrum, Salesforce, Trello,
Balsamiq, Excel, Access,
PowerPoint, Power BI,
CSM and CSPO methodologies

Proficient / Most-Used:
JavaScript, HTML, CSS, SQL, React

Familiar:
Angular, TypeScript, Python,
MongoDB, Node, Express, VBA,
REST(ful) APIs, Bootstrap, jQuery,
Git, GitHub, Heroku, Firebase

EDUCATION

CareerFoundry

Certificate in Full-Stack Web Development

Berlin, Germany (remote)

Jan 2022 – Aug 2022

Georgia Institute of Technology

B.S. degree in Management

Atlanta, GA

May 2004 – Dec 2009

PROFESSIONAL EXPERIENCE

BrightLink – Roswell, GA
SaaS Technical Support Specialist (Nov 2020 – present)
- Drive customer adoption of our Clarus product via Jira ticketing systems, requirements gathering calls, and live training sessions.
- Resolve highly technical inquiries requiring working knowledge of HTML, CSS, SQL, and integrations with 3rd party provider systems.
- Exceeded company SLA goals in 2H 2021 while BrightLink was launching more than twice the number of net new clients as compared to 2020.

Evestment (a NASDAQ company) – Atlanta, GA
Professional Services Analyst (Mar 2019 to Apr 2020)
- Successfully onboarded dozens of investors, consultants, and asset managers to our Analytics platform via live WebEx workshops.
- Managed end delivery of a market intelligence project that grew into a $10k/report revenue generator in 2H 2019.
- Launched a data gap analysis initiative that paved the way to secure funding for a Power BI data model (exclusively for the PS team).

Evestment (a NASDAQ company) – Atlanta, GA
Product Owner (Aug 2017 to Aug 2018)
- Consulted with new and existing clients to translate their primary business goals into actionable solutions.
- Built strong relationships with key stakeholders by hosting discovery sessions and defining MVP requirements.
- Created hundreds of user stories in Jira and prioritized work with developers in backlog grooming sessions.
- Managed all aspects of Scrum ceremonies including sprint planning, sprint reviews, product demos, retrospectives, and daily stand-ups.
- Maintained detailed decision logs and sprint artifacts in Confluence, increasing stakeholder visibility by ~35% (page views).
- Planned, organized, and facilitated User Acceptance Testing with project stakeholders in accordance with Definition of Done.

Evestment (a NASDAQ company) – Atlanta, GA
Client Service Analyst (Dec 2015 to Aug 2017)
- Dedicated SaaS analyst supporting world-wide client base through daily telephone, email, and WebEx interactions.
- Successfully resolved over 2,000 client inquiries via Salesforce and bug-tracking software (Fogbugz, Jira).
- Solicited missing data from at-risk clients by engaging in proactive outreach campaigns, increasing DB population by ~6% in 2H 2017.
- Built VBA macros in Excel that reduced the average processing time of Omni usage reports by ~50%.
- Exceeded all client sentiment KPI goals, enabling Omni to achieve a 52 on NPS surveys in 1H 2017.

United Parcel Service – Atlanta, GA
Corporate Segment Marketing Specialist (Aug 2013 to Dec 2015)
- Deployed enhancements to our most widely used international web-based sales tool (Value Estimator Tool).
- Leveraged Camtasia and PowerPoint to create new training materials for the global sales force.

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Core Strengths
- 6+ years of proven success in rapid growth SaaS start-up environments
- 1 year of Agile/Scrum CSPO and CSM experience
- Collaborates well with diverse product and technology teams
- Strong passion for continuous learning and self-improvement

LICENSES/CERTIFICATIONS

Certified Scrum Master
Leading Agile

Scrum Alliance Cert ID: 682943

Sep 2017 – Sep 2019 (inactive)

Certified Scrum Product Owner
Bearded Eagle

Scrum Alliance Cert ID: 682943

Aug 2017 – Sep 2019 (inactive)

Private Pilot
Yellow Jacket Flying Club

Airplane Engine Single Land

FAA Certificate No. 3858640

Apr 2016 – present

SOCIAL

LinkedIn:
https://www.linkedin.com/in/kevin-daysal-986695a8/

PROFESSIONAL EXPERIENCE (continued)

- Managed distribution of thousands of sales leads via Microsoft Access and SQL databases.
- Responsible for compiling weekly volume/revenue/sales reports and distributing to managing directors and CSMs.
- Reviewed and published over 100 user-submitted documents to our internal knowledge sharing platform.
- Developed new process for assigning industry classification to 20+ major accounts each month.
- Worked with international marketing teams to rebrand and translate hundreds of corporate sales presentation decks.

United Parcel Service – Roswell, GA
Operations Supervisor (Oct 2010 to Aug 2013)
- Supervised Air Recovery staff of 7 loaders while ensuring compliance to TSA and FAA regulations. Directly responsible for processing over 2,100 (daily avg) Next Day Air parcels per day.
- Trained at district level in Air Dangerous Goods and Hazmat Acceptance Auditing for the Roswell local sort.

PROJECTS - All repositories available at https://github.com/kdaysal

myFlix (React CRUD app) - https://kdaysal-myflixapp.netlify.app/
- Single page CRUD web app allowing users to browse movies, explore directors/genres, favorite movies (persisting data between sessions) and update their profile info. Client-side app hosted on Netlify.
- Developed using React.js, JavaScript, Node.js and Parcel build tools while adhering to a Flux design pattern.
- Interacts with a REST API (built with Express / hosted on Heroku) and database (MongoDB Atlas) to register new users, login via secure password hashing and authenticate using JSON Web Tokens.

Meet (PWA) - https://kdaysal.github.io/meet/
- Progressive Web Application that fetches data from the CareerFoundry Google Calendar API to display event details and data visualizations about various technology meetups happening around the world.
- Users can filter displayed events by city, show / hide event details, and add the app as a shortcut to desktops / mobile devices.
- If there is no internet access, the app uses cached data from previous sessions to display features (where possible) rather than an error page.
- Built with React.js and Node.js. Employs a TDD approach with Jest, Enzyme, Cucumber, and Puppeteer. Uses OAuth2 tokens and AWS Lambda serverless functions to fetch events for authorized users.

Chat (React Native app) - https://github.com/kdaysal/chat#readme
- 2-page React Native custom chat application built specifically for mobile devices, developed using React Native and Expo.
- Employs GiftedChat to provide users with a simple chat interface as well as options to choose images from their phone libraries to share, take pictures in real-time, and share their geographical location.
- Firebase cloud storage is used to save/persist text and images from each user's unique chat session.
- Chats are simultaneously saved to local storage for offline access.