

Kevin Daysal



kdaysal123@gmail.com



770-329-4524

Portfolio Website

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

SKILLS

Programming Languages:

JavaScript, HTML5, CSS3, SQL, VBA

Libraries/Frameworks/Tech:

React.js, Node.js, MongoDB, Express.js, REST(ful) APIs, Bootstrap, jQuery, GitHub, Heroku

Project Management:

Agile Scrum, CSM, CSPO, Atlassian Jira, Confluence, Fogbugz, PowerPoint, Trello, Balsamiq, Salesforce, Excel, Access

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

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 software development to help technology companies scale business for rapid growth.

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

myFlix (React CRUD app) - <https://kdaysal-myflixapp.netlify.app/>

- Single page web app allowing users to browse movies, explore directors/genres, favorite movies (persisting data) and update their profile info. API hosted on Heroku, client-side app hosted on Netlify.
- This CRUD app was developed using React.js, JavaScript, Node.js and Parcel build tools and adheres to a Flux design pattern.
- Interacts with a REST API (built with Express.js) and database (MongoDB Atlas) to register new users, log them in via secure password hashing and authenticate their session via a JSON Web Token.

Meet (PWA) - <https://kdaysal.github.io/meet/>

- Progressive web application that fetches data from the CareerFoundry Google Calendar API to display meeting details and data visualizations about various technology events happening around the world.
- Users can filter events displayed by city, show / hide event details, and add the app as a shortcut on their desktop / mobile device.
- If there is no internet access, the app uses cached data from previous sessions to display features where possible.
- Built with React.js, Node.js, and a TDD approach to testing with Jest, Enzyme, Cucumber, and Puppeteer. Makes use of OAuth2 and AWS Lambda serverless functions.

Chat (React Native app)

- 2-page React Native custom chat application built for mobile devices and 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 chat session.
- Chats are simultaneously saved to local storage for offline access

PROFESSIONAL EXPERIENCE

BrightLink - Roswell, GA

Customer Support Specialist (Nov 2020 - present)

- Drive customer adoption of core Clarus Product via Jira ticketing systems, requirements gathering calls, and frequent training sessions
- Resolve highly technical inquiries requiring working knowledge of HTML, CSS, SQL, and integrations with 3rd party provider systems
- Far-exceeded company SLA goals in 2H 2021 while simultaneously launching > 2x new clients to the Clarus platform 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 new Power BI data model (specifically for the PS team)

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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

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PROFESSIONAL EXPERIENCE (continued)

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 for maximum visibility to stakeholders
- Planned, organized, and facilitated user acceptance testing with end users and project stakeholders

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 and email 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 each quarter
- 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 (VET)
- Leveraged Camtasia and PowerPoint to create new training materials for the sales force
- 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
- 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 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 > 2,000 (avg) Next Day Air parcels per day
- Trained at district level in Air-Dangerous-Goods and hazmat acceptance auditing for the Roswell Local Sort