Kevin Daysal

✉ kdaysal123@gmail.com

📱 770-329-4524

Portfolio Website

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

TECHNICAL SKILLS

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

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

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 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 (React 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) - 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.

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).

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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)

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 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, 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.
- 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 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.