



Kevin Gailey

Skills

8 years customer service experience. 3 years leadership/manager experience. 4 years sales. 2 years formal schooling with film & digital cameras. 2 years technical writing. 1 year QA testing.

SQL, HTML, CSS, XML. JIRA. Asana Task Manager. Confluence Knowledgebase. Zoom Virtual Meetings. Helix ALM. LinqPad Zendesk Guide, Chat, Talk. Salesforce CRM. Stripe Billing. Square POS. Slack Workplace Chat. PayPal Payment Processing. Netsuite Billing Portal. Stripe Billing.

Apple macOS, iOS, Final Cut, Logic & Safari. Microsoft Windows, Office365, Teams & IE/Edge. Avid Pro Tools. Adobe Creative Suite.

Google Chrome, Android, Play Console, Hangouts, Docs, GMail, GSuite. Arch, Ubuntu and Debian Linux. TeamViewer Remote Desktop. OpenVPN, IPSec, PPTP VPNs. DNS. SSH. Git Version Management. S/FTP file transfer.

Work Experience

Apr 29 2019 -

NextGear Solutions - Louisville Co

Accurence Technical Support

With NextGear I support a top InsureTech SaaS brand. I use my communication skills to explain complicated and complex applications in simple and relatable language to users and developers alike. I lead sales demonstrations and training sessions via Zoom for new Contractor users. I was able to drive our response time to potential customers from 3 days to 6 hours.

I have worked on numerous Quality Assurance projects including: Writing Unit Tests for multiple products including new unreleased apps, beta testing new features and writing technical documentation.



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1530 N Pearl
St, Denver

[Nov 04 2016 - Apr 30 2019](#)

24-7 Intouch - Aurora Colorado

Team Lead Supervisor

At 24-7 Intouch I lead a support team for a Global VPN SaaS brand. We began as a small team delivering email and chat, driving response times to below 30 minutes, launched the first coordinated Social Media support channel for the brand and grew the support team from 5 members locally to 30 members in 2 countries while maintaining 98% customer satisfaction.

I was the ultimate support escalation for issues. I would regularly use TeamViewer remote desktop to troubleshoot with the user when our typical troubleshooting steps did not solve their issue.

My team was split evenly local and remote for 24 hour coverage. I was on call for escalations, responsible for auditing quality, on boarding new hires, and managing payroll.

[Aug 06 2016 - Oct 30 2016](#)

Odes UTVS - Frisco Texas

Logistics Team Lead

At Odes I managed the team responsible for inventory, shipping and receiving, as well as catching up a back log of over 500 shipments. I lead the team responsible for moving the warehouse across country. We were able to set up the new warehouse while also achieving the business goal of same day shipping for qualifying orders.

[Mar 23 2013 - Mar 23 2016](#)

Lowes Inc - Tyler Texas.

Delivery Driver & Customer Service

At Lowes I started as a seasonal employee running the gamut at the store. I ran cash registers, managed inventory and drove power equipment. All while maintaining a maximum level of customer service.

After a year I was promoted to a delivery driving position. I furthered my customer service skills and was directly responsible for the Delivery Truck including thousands of dollars of merchandise.

[Jan 21 2013 - Aug 18 2013](#)

MPower LLC - Queens NY.

Sales Team Member

With MPower I enjoyed interacting with the general public and providing a service that helped reduce the cost of electricity. I honed many sales and soft skills I still use today.

[Oct 07 2010 - Dec 24 2012](#)

bylinebeat - Brooklyn NY

IT System Admin

While in school I began working for an upstart news publication. I was directly responsible for the firm's online presence, including Twitter, Tumblr and Facebook. I also built a custom CMS for the company to deliver a website pleasant for both the readers and writers.

[Education & Community](#)

New York Film Academy, Jan 2010 to May 2012

Denver Resue Mission, 2019 to Present

NYCares, 2010 to 2012