

Kevin Gailey

The logo consists of the letters 'KG' in a bold, black, sans-serif font, centered within a white square that has a thin green border.

Denver, Co

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Experience

April 2019 -

CoreLogic - Louisville CO

Configuration Analyst

As a Configuration Analyst, I am responsible for implementing and configuring our highly customizable SAAS platforms to meet client needs. The objective is to work with Account Managers in configuring programs, based on client standards and expectations.

I achieve this by leveraging analytical, deductive problem-solving skills to write rule-based equations that address a variety of situations and scenarios. This requires writing logic using SQL queries and testing them in UAT before pushing them to a high-volume production environment. Regular client meetings are scheduled where feedback can be provided and acted upon to further improve the client's configuration.

November 2016 - April 2019

24-7 Intouch - Aurora CO

Team Lead Supervisor

At 24-7 Intouch I lead a support team for a VPN SaaS. We began as a small team delivering email chat & social media support. Ultimately driving response times to below 30 minutes while maintaining 98% customer satisfaction.

I had to coordinate my team across multiple offices for 24-hour coverage. I was on call for escalations, responsible for auditing quality and communicate audit results. I handled onboarding new hires, from interviewing to training.

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

August 2016 - October 2016

Odes Industries - Frisco Texas

Logistics Team Lead

March 2013 - March 2016

Lowes Inc - Tyler Texas.

Delivery Driver

Skills

3 years SaaS program configuration and implementation, 3 years UAT/QA testing, 5+ years SaaS onboarding support and troubleshooting.

HTML5, CSS, SQL, XML, FTP, VPN, DNS, SSH, Git. Zendesk. JIRA. Confluence. Slack. Netsuite. LinqPad. Xactimate. Helix QA Test Cases. Confluence Documentation Writing.

Apple macOS, iOS, & Safari. Microsoft Windows, Office365, Teams & IE/Edge. Google Chrome, Play Console, Docs, & Android. Arch, Ubuntu & Debian Linux. Zoom meetings. TeamViewer remote desktop.