

Kevin Gailey

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About Kevin

Hello!

My name is Kevin but my team calls me KG. Currently I support a SaaS company with multiple VPN apps in the App Store. I arranged a team delivering top notch email and chat support. With my guidance the team of 20 has delivered industry high Customer SAT of 98% and response times under 30 minutes.

I have leveraged my leadership and management skills to drive world quality support for our brands, all while having a good time and driving team morale. I enjoy supervising top brands and delivering unrivaled results like 98% customer satisfaction, half hour service levels and 98% quality assurance scores to customer around the globe.

I would love the opportunity to deliver similar results for your company.

Skills

5+ years customer service experience. 3 years supervisor experience. 2+ years of technical and networking support for VPNs. 2 years Excel experience. 2 years Social Media account management. 3 years of sales experience. 2 years formal schooling with film & digital cameras. 2 years driving experience with a clean driving record.

Zendesk CRM support and help center software.
Stripe, Vindicia, PayPal Braintree payment processors.
Atlassian Asana task manager & JIRA Issue tracking.
FedEx Ship Manager. UPS WorldShip.
Slack workplace chat. Zoom virtual meetings.
Netsuite inventory and sales.
HTML, CSS, JavaScript
Microsoft Windows, Office, Excel.
Apple macOS, iOS, Final Cut, Logic.
Google Play Console, Hangouts, Docs, Mail & Android.
TeamViewer Remote Desktop.

Work Experience

Nov 04 2016 -

24-7 Intouch - Aurora Colorado

Team Leader - Supervisor

At 24-7 Intouch I was able to launch a technical support account for a top VPN SaaS company the ground up. I championed all aspects of the operations, implementations and administration of the account.

I handled hiring new agents, training and coaching the agents, as well as tracking and reporting their Key Performance Indicators. I also had to collaborate with client expectations and requests regarding hiring, training and scheduling.

Also, I deliver weekly and quarterly business forecasts with analysis of user/product issues, purchasing/billing issues, team performance and other data.

The high quality support team I direct has maintained an industry leading customer satisfaction of 98%, Response Time of under a half hour and quality audit scores of 98% or higher.

Aug 06 2016 - Oct 30 2016

Odes UTVS - Frisco Texas

Logistics Manager

At Odes I managed a team of 5 to handle all of our shipping and receiving at the warehouse. I helped the company move their whole inventory from California to Texas and was responsible for setting up the warehouse correctly and efficiently all while maintaining my expected outgoing shipments of 100 packages or more a day.

Mar 23 2013 - Mar 23 2016

Lowes Inc - Tyler Texas.

Delivery Driver & Customer Service

After moving to Texas I began at the local Lowes store where I started as a seasonal part-time employee in the electrical department. From there I was offered a permanent position within months. Followed by full-time hours soon after. I ran the gamut at the store, running cash registers, managing inventory and running power equipment. All while maintaining a maximum level of customer service and experience.

After being at Lowes for a year I took a promotion to a non-CDL driving position. I gained many hours of experience behind the wheel. I also sharpened my customer service skills as I was the last interaction the customer had with the brand. I was directly responsible for our Delivery Truck, and thousands of dollars worth of merchandise inside.