



Kevin Gailey



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1530 N Pearl
St, Denver

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

Accurrence 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 have lead sales demonstrations and training sessions via Zoom for new contracts. I was able to drive our response time to potential customers from 3 days to 6 hours.

I have worked directly with new and existing users to coach them about the features of ScopeAssist and wrote technical documentation to help my support team members in similar situations.

[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 memebers in 2 countries while maintaining 98% customer satisfaction.

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

[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

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

MPower LLC - Queens NY.

Sales Team Member

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

bylinebeat - Brooklyn NY

IT System Admin

Education & Community

New York Film Academy, Jan 2010 to May 2012

Denver Rescue Mission, 2019 to Present

NYCares, 2010 to 2012