



Kevin Weatherly

IT Operations Specialist

Info

Phone 214-435-3354
Email contact@kevinweatherly.net
Site kevinweatherly.net
LinkedIn linkedin.com/in/kevinweatherly
Twitter @kevinw1977

Current Certifications



Knowledge and Education Goals

CompTIA Security+	2020
ITIL Foundation	2020
MS 365 Fundamentals	2020
CompTIA Cloud+	2021
CompTIA Linux+	2021
Managing Modern Desktops	2021
AWS Cert. Solutions Architect	2021
CISSP	2022
Certified Ethical Hacker	2022
GIAC Forensic Examiner	2022
PMI Project Mgmt Professional	2022

Profile

Call Center Supervisor with 20 years of agent and leadership experience. Roles have included both Customer Service and Technical Support. I am currently pursuing a cybersecurity degree and working on additional technical certifications.

Employment History

Supervisor - Executive Customer Assistance, Tier 3 Customer Service, and Social Media
McAfee, LLC | July 2007 – Present | Plano, TX

- Led up to 12 agents On Site
- Sharing Findings with Engineering
- Training and Supporting Agents
- Identifying Requirements for CRMs
- Identifying Emerging Support Issues
- Launching Social Media Support

Corporate Customer Service Program Supervisor - North America

McAfee, LLC | July 2005 – July 2007 | Plano, TX

- Led up to 200 Outsourced Agents
- Reducing Costs
- Increasing Customer Satisfaction
- Identifying Best Practices
- Int'l Travel to Train Tiers 1 & 2
- Approving Vendor Invoices

Consumer Customer Service Agent

McAfee, LLC | June 2003 – July 2005 | Plano, TX

Customer Service Agent

Citi Credit Cards | November 2001 – March 2003

HP Consumer DeskJet Technical Support Agent

Stream Global Services | February 2000 – October 2001

- Answered inbound phone calls and emails to troubleshoot consumer technical problems with HP DeskJet software, drivers, and hardware.

Education

High School Diploma

North Mesquite High School | September 1992 – May 1996 | Mesquite, TX

Awards

- Recognition of Outstanding Performance in Service to Customers 2004
- McAfee Customer Excellence Award – Outstanding Achievement 2009
- McAfee Manager's Choice Award – Outstanding Achievement 2014

Personal Interests

I have always enjoyed working with computers and building websites. I have more than one site for hobby purposes. True crime documentaries are a big part of my TV life. I have been a die-hard Star Trek fan since 1991. I have an incredible dog and three thirteen-year-old cats that I love. Also, my wife and I are dedicated concertgoers.