



Kevin Weatherly

Info

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Current Certifications



Knowledge and Education Goals

CompTIA Security+	2021
ITIL Foundation	2021
MS 365 Fundamentals	2021
CompTIA Cloud+	2022
CompTIA Linux+	2022
Managing Modern Desktops	2022
AWS Cert. Solutions Architect	2022
CISSP	2023
Certified Ethical Hacker	2023
GIAC Forensic Examiner	2023
PMI Project Mgmt Professional	2023

Profile

Contact Center Supervisor with 21 years of agent and leadership experience. Roles have included both Customer Service and Technical Support. 18 of those years have been with McAfee.

Employment History

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

- Identifying Emerging Support Issues
- Sharing Findings with Engineering
- Training and Supporting Agents
- Identifying Requirements for CRMs
- Traveling Int'l to Train Tiers 1 & 2
- 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
- Refining Internal Processes
- Reviewing 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 fifteen-year-old cats that I love. Also, my wife and I are dedicated concertgoers.