



Kevin Weatherly

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Work History

McAfee

TunnelBear Support

Jan 2022 – Feb 2025

Delivered comprehensive technical and account support for TunnelBear VPN and RememBear Password Manager, both McAfee products. Resolved customer issues efficiently while ensuring a seamless user experience and maintaining high satisfaction levels.

Supervisor

Jul 2007 – Feb 2025

Managed multiple teams, comprising up to 18 agents, by overseeing hiring, training, and fostering professional development to build high-performing teams. Promoted continuous improvement through actionable suggestions and collaborative problem-solving initiatives to strengthen teamwork. Directed daily operations to maintain exceptional levels of productivity and efficiency.

Program Supervisor

May 2005 - Jul 2007

Led the outsourced partner relationship, overseeing up to 200 agents to optimize support for McAfee business and home customers. Identified cost-saving opportunities, improved customer satisfaction, and developed best practices to be implemented across McAfee Support teams. Conducted international training for Corporate Customer Service agents, facilitating the successful launch of a new CRM system. Ensured accuracy and compliance through meticulous review and approval of vendor invoices. Analyzed complex issues, interpreted data, and implemented effective solutions.

Executive Support Team

Mar 2004 - May 2005

Collaborated with customers who escalated concerns to McAfee Executives, the Better Business Bureau, and government customer advocacy agencies, ensuring prompt and effective resolutions. Demonstrated exceptional active listening skills to fully understand and address customer inquiries and concerns with care and precision. Proactively identified and resolved emerging issues to mitigate escalations and manage support volumes efficiently.

Tier 3 Customer Service

Jun 2003 - Mar 2004

Enhanced customer satisfaction by efficiently addressing and resolving complex account-related issues for McAfee customers, ensuring timely and effective solutions that elevated the overall customer experience.

About Me

Professional

I am eager to transition into a role that is more technically focused. Working with PCs and web technologies excites me, and I thrive on tackling challenges head-on, particularly when it comes to resolving complex issues. My relentless pursuit of solutions and passion for technology drives me to continuously expand my knowledge and capabilities. I am seeking an opportunity that allows me to apply my skills and grow within a technical domain.

Personal

- Passionate about working with computers and web development, including building and maintaining multiple hobby websites.
- Long-time Star Trek enthusiast since 1991, appreciating the series' themes of exploration and innovation.
- Dedicated concertgoer with my wife, sharing a love for live music experiences.
- Proud pet owner of a feisty dog and two cats, who bring joy and companionship to daily life.

Certifications

CompTIA IT Fundamentals (ITF+)