

# Kevin Weatherly

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## Summary

- Delivered comprehensive Tier 2 level technical support for McAfee's TunnelBear VPN
- Collaborated with team members to ensure the best options are presented
- Assigned new tickets to a team of up to 18 agents for efficient turnaround meeting SLAs
- Tracked emerging issues and provided analysis of causes

## Tools and Technologies

- Jira
- Salesforce
- MS Office and Teams
- Notion
- Zendesk
- Stripe
- SharePoint
- Slack

## Experience

### Tier 2 TunnelBear Technical Support

Jan 2022 – Feb 2025

McAfee | Frisco, TX

Maintaining a customer satisfaction score of 90%, Delivered comprehensive technical and account support for McAfee's TunnelBear VPN and RememBear Password Manager. Resolved customer issues efficiently while ensuring a seamless user experience and maintaining high satisfaction levels.

### Supervisor of Tier 3 Customer Service

Jul 2007 – Feb 2025

McAfee | Plano, TX

Managed multiple teams, comprised of 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. Guided daily operations to maintain exceptional levels of productivity and efficiency.

## Certifications and Awards

- CompTIA IT Fundamentals+ 2019
- CompTIA Security+ 2025
- Recognition of Outstanding Customer Service 2004
- Customer Excellence Award – Outstanding Achievement 2009
- Manager's Choice Award – Outstanding Achievement 2014