

Kevin Weatherly

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Skills

- Maintained a customer satisfaction score of 90% by delivering prompt, empathetic, and effective support across technical and account-related issues.
- Provided end-to-end troubleshooting for McAfee's TunnelBear VPN and RememBear Password Manager, ensuring seamless user experiences and issue resolution.
- Utilized CRM and ticketing platforms including Jira, Zendesk, and Salesforce to manage customer interactions, track issues, and maintain detailed case records.
- Experienced in using ServiceNow as a customer, enabling efficient communication and escalation with technical support teams.
- Diagnosed and resolved technical problems related to VPN connectivity, password management, and account access, often guiding users through complex steps with clarity.
- Demonstrated strong analytical and communication skills in a fast-paced support environment, consistently meeting performance and quality benchmarks.

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

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| • CompTIA IT Fundamentals+ | 2019 |
| • CompTIA Security+ | 2025 |
| • CompTIA A+ (Expired in May 2022. Currently working to renew.) | 2019 |
| • CompTIA Network+ (Expired in May 2022. Plan to renew.) | 2019 |