

Kevin Weatherly

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Summary

IT Support Specialist with hands-on experience in VPN troubleshooting, identity & access workflows, multi-system navigation, and secure account recovery. Strong background in Tier 2 technical support and Tier 3 service leadership, with proven ability to diagnose issues, document incidents, and guide users through complex technical steps. CompTIA Security+ and A+ certified, pursuing roles in IT support, service desk, or security operations.

Skills

- **Technical Troubleshooting:** Diagnosed and resolved VPN connectivity, authentication, routing, and password-management issues across Windows, macOS, iOS, and Android.
- **Customer Support Excellence:** Maintained a 90% satisfaction score by resolving complex technical and account-access issues with structured troubleshooting and clear communication.
- **Tools & Platforms:** Proficient with Jira, Zendesk, Salesforce, and ServiceNow for ticket management, escalation, and incident documentation.
- **Systems & Security:** Supported encrypted password vaults, secure account recovery, MFA resets, and identity-verification workflows.
- **Process & Documentation:** Created detailed, audit-ready case notes and followed consistent troubleshooting paths to ensure accuracy and repeatability.
- **Communication & Analysis:** Explained technical concepts to non-technical users, analyzed issue patterns, and contributed to process improvements in fast-paced support environments.

Experience

Customer Service Rep 1

Nov 2025 – Present

DUAL Personal Lines | Dallas, TX

High volume problem-solving with multi-system navigation. Investigate customer issues by reviewing policy data across multiple platforms to determine root cause and appropriate resolution. Document all interactions in CRM/ticketing systems with clear, audit-ready notes to support compliance and follow-up workflows.

Tier 2 TunnelBear Technical Support

Jan 2022 – Feb 2025

McAfee | Frisco, TX

Delivered Tier 2 support for TunnelBear VPN and RememBear Password Manager, diagnosing and resolving complex connectivity, authentication, and encryption-related issues across multiple operating systems while maintaining a 90% customer satisfaction score.

Led multiple Tier 3 customer service teams (up to 18 agents), overseeing hiring, training, performance management, and professional development to build high-performing, customer-focused teams. Directed daily operations, optimized workflows, and ensured consistent productivity, quality, and SLA adherence across high-volume support environments. Supervised Tier 3 support teams handling escalated technical and account issues, ensuring accurate troubleshooting, clear documentation, and consistent resolution quality.

Certifications

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| • CompTIA IT Fundamentals+ | 2019 |
| • CompTIA Security+ | 2025 |
| • CompTIA A+ | 2026 |
| • CompTIA Network+ (Expired in May 2022. Working to renew.) | 2019 |