



# Kevin Weatherly

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## Work History

### McAfee

#### TunnelBear Support

Jan 2022 – Present

Currently providing technical and account support to users of TunnelBear VPN and the RememBear Password Manager.

#### Supervisor

July 2007 – Present

Supervising several teams with a total of up to 18 agents, overseeing hiring, training, and professional growth of team members.

Driving continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.

Overseeing daily operations to ensure high levels of productivity.

#### Program Supervisor

May 2005 - July 2007

Managed the outsourced partner relationship with up to 200 agents to help them to best support McAfee business and home customers.

Identified areas of improvement to help reduce costs, increase customer satisfaction, and establish best practices to share across other McAfee Support teams.

Travelled internationally to train Corporate Customer Service agents to launch a forthcoming, newly built CRM.

Reviewed vendor invoices to approve invoices.

Identified issues, analyzed information, and provided solutions to problems.

#### Executive Support Team

March 2004 - May 2005

Engaged with customers who reached out to McAfee Executives, the Better Business Bureau, and various government customer advocacy agencies so that we could address their concerns swiftly.

Actively listened to customers' requests, confirming full understanding before addressing their questions and concerns.

Identified and focus on emerging issues that required attention to quickly prevent increased volume.

#### Tier 3 Customer Service

June 2003 - March 2004

Increased overall customer satisfaction by quickly resolving account related issues encountered by McAfee customers.

## About Me

### Professional

Besides remaining committed to my current responsibilities, my secondary goal is to eventually attain a position that is technical in nature. I genuinely enjoy working with PCs and the web and I am relentless when it comes to resolving issues.

### Personal

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 recreational life. I have also been a die-hard Star Trek fan since 1991. I have a feisty dog and two senior cats that help keep me company. Also, my wife and I are dedicated concertgoers.

## Certifications

CompTIA IT Fundamentals (ITF+)

## Web Presence

[linkedin.com/in/kevinweatherly](https://www.linkedin.com/in/kevinweatherly)

[twitter.com/kevinw1977](https://twitter.com/kevinw1977)

[kevinweatherly.net](http://kevinweatherly.net)