Kevin Daysal

✉ kdaysal123@gmail.com

📱 770-329-4524

Portfolio Website

https://kdaysal.github.io/portfolio-website/

TECHNICAL SKILLS

Project Management:
Atlassian Jira / Confluence,
Agile Scrum, Salesforce, Trello,
Balsamiq, Excel, Access,
PowerPoint, Power BI,
CSM and CSPO methodologies

Proficient / Most-Used:
JavaScript, HTML, CSS, SQL, React

Familiar:
Angular, TypeScript, Python,
MongoDB, Node, Express, VBA,
REST(ful) APIs, Bootstrap, jQuery,
Git, GitHub, Heroku, Firebase

EDUCATION

CareerFoundry

Certificate in Full-Stack Web Development

Berlin, Germany (remote)

Jan 2022 – Aug 2022

Georgia Institute of Technology

B.S. degree in Management

Atlanta, GA

May 2004 – Dec 2009

SUMMARY

Experienced technology professional with a diverse background in operations management, data analytics, SaaS client service and agile product development. Seeking to leverage my passion for SaaS technology to help cutting-edge tech companies scale business for rapid growth.

PROFESSIONAL EXPERIENCE

Tricentis – Atlanta, GA
Platinum Support Representative (Sep 2023 – present)
- Provide technical analysis, real-time troubleshooting, and consultative services for our highest tier enterprise clients.
- Troubleshoot client inquiries using APIs, VM architecture, SQL DBs and network logging tools in SaaS and on-premise environments.
- Collaborate with CSMs, support engineers, product managers and developers to champion our clients' holistic CX journeys.
- Comply with our most aggressively-expedient SLAs to reduce escalations and foster continuous progress toward resolutions.

BrightLink – Roswell, GA
SaaS Technical Support Specialist (Nov 2020 – Sep 2023)
- Drove customer adoption of our Clarus product via Jira ticketing systems, requirements gathering calls and live training sessions.
- Resolved highly technical inquiries requiring working knowledge of HTML, CSS, SQL, and integrations with 3rd party vendor systems.
- Exceeded company SLA goals in 2H 2021 while BrightLink was launching more than 2X the number of net new clients compared to 2020.

Evestment (a NASDAQ company) – Atlanta, GA
Professional Services Analyst (Mar 2019 to Apr 2020)
- Successfully onboarded dozens of investors, consultants, and asset managers to our Analytics platform via live Webex workshops.
- Managed end delivery of a market intelligence POC that ultimately grew into a $10k/report revenue generator in 2H 2019.
- Launched a data gap analysis initiative that helped procure funding for a standalone Power BI data model exclusively for the PS team.

Evestment (a NASDAQ company) – Atlanta, GA
Product Owner (Aug 2017 to Aug 2018)
- Consulted with new and existing clients to translate their primary business goals into actionable, targeted solutions.
- Managed all aspects of Agile Scrum ceremonies - sprint planning, sprint reviews, product demos, retrospectives, and daily stand-ups.
- Created hundreds of user stories in Jira, prioritized backlog with developers and hosted discovery sessions to define our MVP.
- Maintained detailed decision logs and sprint artifacts in Confluence, increasing stakeholder visibility by ~35% (page views).

Evestment (a NASDAQ company) – Atlanta, GA
Client Service Analyst (Dec 2015 to Aug 2017)
- Successfully resolved over 2,000 client inquiries via daily telephone, email, live chat, and Webex interactions.
- Solicited missing data from at-risk clients by engaging in proactive outreach campaigns, increasing DB population by ~6% in 2H 2017.
- Built VBA macros in Excel that reduced the average processing time of Omni usage reports by > 50%.
- Exceeded all client sentiment KPI goals, enabling Omni to achieve a 52 on NPS surveys in 1H 2017.

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Core Strengths

- 7+ years of proven success in client facing SaaS start-up environments
- 1 year of Agile/Scrum CSPO and CSM experience
- Collaborates well with diverse product and technology teams
- Strong passion for continuous learning and self-improvement

LICENSES/CERTIFICATIONS

Certified Scrum Master
Leading Agile
Scrum Alliance Cert ID: 682943
Sep 2017 – Sep 2019 (inactive)

Certified Scrum Product Owner
Bearded Eagle
Scrum Alliance Cert ID: 682943
Aug 2017 – Sep 2019 (inactive)

Private Pilot
Yellow Jacket Flying Club
Airplane Engine Single Land
FAA Certificate No. 3858640
Apr 2016 – present

SOCIAL

LinkedIn:
https://www.linkedin.com/in/kevin-daysal-986695a8/

PROFESSIONAL EXPERIENCE (continued)

United Parcel Service – Atlanta, GA
Corporate Segment Marketing Specialist (Aug 2013 to Dec 2015)
- Managed weekly distribution of thousands of sales leads to Account Executives in the field using Microsoft Access and SQL databases.
- Reviewed and published over 100 user-submitted documents to our internal knowledge sharing platform.
- Proactively developed a new process for assigning industry classification to 20+ major accounts each month.
- Worked with international marketing teams to rebrand and translate hundreds of corporate sales presentation decks.

United Parcel Service – Roswell, GA
Operations Supervisor (Oct 2010 to Aug 2013)
- Supervised Air Recovery staff of 7 loaders while ensuring compliance to TSA and FAA regulations. Directly responsible for processing over 2,100 (daily avg) Next Day Air parcels per day.
- Trained at district level in Air Dangerous Goods and Hazmat Acceptance Auditing for the Roswell local sort.

PROJECTS - All repositories available at https://github.com/kdaysal

myFlix (React CRUD app) - https://kdaysal-myflixapp.netlify.app/
- Single page CRUD web app allowing users to browse movies, explore directors/genres, favorite movies (persisting data between sessions) and update their profile info. Client-side app hosted on Netlify.
- Developed using React.js, JavaScript, Node.js and Parcel build tools while adhering to a Flux design pattern.
- Interacts with a REST API (built with Express / hosted on Heroku) and database (MongoDB Atlas) to register new users, login via secure password hashing and authenticate using JSON Web Tokens.

Meet (PWA) - https://kdaysal.github.io/meet/
- Progressive Web Application that fetches data from the CareerFoundry Google Calendar API to display event details and data visualizations about various technology meetups happening around the world.
- Users can filter displayed events by city, show / hide event details, and add the app as a shortcut to desktops / mobile devices.
- If there is no internet access, the app uses cached data from previous sessions to display features (where possible) rather than an error page.
- Built with React.js and Node.js. Employs a TDD approach with Jest, Enzyme, Cucumber, and Puppeteer. Uses OAuth2 tokens and AWS Lambda serverless functions to fetch events for authorized users.

Chat (React Native app) - https://github.com/kdaysal/chat#readme
- 2-page React Native custom chat application built specifically for mobile devices, developed using React Native and Expo.
- Employs GiftedChat to provide users with a simple chat interface as well as options to choose images from their phone libraries to share, take pictures in real-time, and share their geographical location.
- Firebase cloud storage is used to save/persist text and images from each user's unique chat session.
- Chats are simultaneously saved to local storage for offline access.