Kevin Gould

Customer Support Specialist

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SUMMARY

Customer support specialist with 25+ years in customer-facing roles, from telecom retail and billing to software and IT support. I resolve issues by phone, email, and ticket, explain technical problems in plain language, and write the documentation that helps the next person solve them faster. With a proven track record of driving both customer satisfaction and sales growth, I bridge the gap between technical complexity and user experience. I am passionate about analyzing data to improve workflows and ensuring every interaction provides genuine value.

EXPERIENCE

IT Support Agent
April 2025 - Present

Sirius Support

- Responsible for maintaining smooth IT operations by effectively troubleshooting and resolving technical issues via tickets.
- Detailed documentation of fixes and procedures, ensuring knowledge is readily available through updated user guides.
- Escalating complex problems and identified bugs to the appropriate teams for resolution.

Customer Support Agent
January 2025 - March 2025

Sirius Support

- Provided customer support, troubleshooting technical inquiries, and performing issue resolution for multiple clients via phone and email channels within a shared services team.

Customer Support Agent
September 2021 - January 2025

Sirius Support

- Provided third-party support services for Jolt Software, promoting team accountability and digital food safety compliance.
- Empowered users through software navigation and training.
- Diagnosed and resolved hardware issues with printers, sensors, and thermometers.

Customer Service Analyst
October 2009 - November 2018

Telecommunications Services of Trinidad & Tobago

- IFS (Industrial & Financial Systems) Retail Inventory Management Software Administration.
- Maintained user access, ensuring data security and authorized access for order management.
- Managed cycle counts to guarantee inventory accuracy and prevent stockouts.
- Performed data analysis to generate reports for the finance department, enabling informed decision-making.
- Partially supported SIM card management and partner commission and billing processes.

Senior Customer Service Representative
2007 - 2009

Telecommunications Services of Trinidad & Tobago

- Compiled daily, weekly, and monthly reports.
- Created and maintained rosters for staff scheduling.
- Oversaw the day-to-day operations of the retail outlet.

Computer Operator
2005 - 2006

Telecommunications Services of Trinidad & Tobago

- Maintained and troubleshot PC and system functionality.
- Performed minor PC repairs.
- Managed user accounts and access privileges.
- Handled billing inquiries and ensured accurate transactions.

Customer Service Representative
2002 - 2005

Telecommunications Services of Trinidad & Tobago

- Assisted customers in selecting and purchasing cellular phones.
- Activated cellular phones and guided customers in choosing suitable activation plans and other solutions.

Telephone Operator
October 1995 - January 2002

Telecommunications Services of Trinidad & Tobago

- Processed international and local call charges.
- Assisted customers with directory listings and other information inquiries.
- Handled and processed telephone repair reports.

Tutor
August 1995 - September 1996

College of Business and Technology

- CXC Accounting Tutor

NDT Technician
November 1994 - September 1995

Caribbean Inspection And Metallurgical Services

- Performed X-ray inspections of pipe welds to guarantee their integrity and safe operation.

CERTIFICATIONS

ISC2: Certified in Cybersecurity (CC) — Oct 2024 - Present
Udemy: Excel Dashboards in an Hour — 2021
Udemy: Excel Formulas and Functions — 2021
Udemy: Introduction to Databases and SQL Querying — 2021
Udemy: SQL Server for Beginners — 2021
Udemy: Excel Pivot Table Basics — 2017
Visme: Creating Memorable Visual Presentations — 2021
Earn & Excel: Microsoft Excel 2019/365 — 2021
Coursera: Responsive Website Basics: Code with HTML, CSS and JavaScript — 2021

TOOLS

Notion: Support Knowledge Base & Onboarding Guide

- I built a Notion knowledge base so that fixes for common Jolt Software issues lived in one place instead of in my notes and memory. Each article walks through a problem step by step, from app questions to printer and sensor faults, so an agent can resolve a ticket without starting from scratch.
- What began as my personal support page is now used to onboard new Jolt and Sirius support staff, giving them a ready-made reference from their first day.

Excel: Reporting & Data Analysis

- Built daily, weekly, and monthly reports that the finance department used to make decisions.
- Tracked inventory cycle counts to keep stock accurate and prevent stockouts.
- Maintained staff rosters and supported partner commission and billing processes.
- Use pivot tables, formulas, and dashboards to turn raw data into clear summaries.

Salesforce: CRM & Case Management

- Share and access information, documents, and updates about customer issues in a collaborative environment
- Manage customer support cases and track service issues through their complete lifecycle
- Track customer interactions and maintain detailed contact information in a centralized database

SKILLS

Customer Service · Technical Support · Troubleshooting · Ticketing & Escalation · Phone & Email Support · Software Training · Knowledge Base Writing · Hardware Diagnostics · Data Analysis · Report Generation · User Management · Inventory Management · Communication