

# KENNETH WEBBER

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A meticulous professional with over 10 years of experience at fortune 5,000 companies.

Demonstrated ability to manage complex requests & resolve issues with efficiency.

Enhancing customer interactions to create smooth, satisfying experiences.

Let's set up a time to speak and I'll tell you all about it.

## Core Competencies

- Client Onboarding
- Product & Feature Demonstrations
- Remote Monitoring And Management
- Report Generation and Presentation
- Product Testing & Diagnostics
- Live Chat & Helpdesk Management
- Conflict Resolution & De-Escalation
- Kanban Systems & Queue Management
- Customer Relationship Management
- End User & Admin Training
- Managing Support & Service Teams
- Troubleshooting & Tech Support
- Upselling & Cross-Selling
- Crafting Bug & Escalation Tickets
- Knowledge Base Management
- Building & Implementing SOWs

## Professional Achievements

- 31 industry certifications completed and counting.
- Resolved over 15,000 intercom tickets for AAA business clients.
- Initiated a Customer Satisfaction Program and achieved a CSAT of 98%.
- Maintained an eNPS of over 70% for four years, reflecting a highly engaged workforce.
- Average ticket response time of under a minute and average resolution time under 5 minutes.
- Coordinated onsite & end-user support for conferences exceeding 5,000 concurrent attendees.
- Led Training and Quality Assurance programs for an international team of 40 Customer Service reps.
- Coordinated live training events and "Hack & Tells" to standardize innovations and best practices.
- Reduced ticket volume by 23% by launching admin training modules on Guru & Topclass.
- Supported and implemented client SOWs with individual Annual Contract Values exceeding \$200k.
- Scaled the company support department from a headcount of 8 representatives to 150.

## Past Clients

United States Department of Defense



Qatar Foundation



James Beard Foundation



American Concrete Institute



IEEE



Texas A&M University



Association of National Advertisers



ASHA



Emory University



Public Relations Society of America



Mercy Care