Kevin Tousey

Cleveland, Ohio | 216 926-2120 | tousey.kp@gmail.com | www.linkedin.com/in/kevin-tousey

IT support experience using Zendesk as a ticketing management tool. Aid clients in upgrading and repairing their websites through ZenDesk, email, screenshare and via phone when needed. Sometimes working directly with clients, often triaging tickets or elevating them to other departments and working in tandem to manage client issues.

EDUCATION & TRAINING

We Can Code IT

Certificate of Software Development

Cleveland State University

Mechanical Engineering

AI Skills

Prompt Engineering

Generative AI

OpenAI

CoPilot

Certifications/Training

Technical Communications

SQL

C#/Javascript/HTML/CSS

SalesForce

EXPERIENCE

thunder::tech Digital Marketing, Cleveland, Ohio (2022-2024)

Digital Support

- Managing customer tickets in Zendesk. with tickets varying from website updates to site outages and a variety of other website management concerns
- Created staging sites for the purpose of testing updates prior to client approval
- Implemented updates on live sites from code repository changes to content management system and source code updates including WordPress, SiteFinity, Umbraco, Kentico, Hubspot and Shopify
- Troubleshooting of C# and PHP code using Visual Studio, Visual Studio Code, and Xdebug with Flywheel Local
- Implemented front end updates (Generally CSS, Javascript, and markup classes) when provided by Front End developer repository updates
- Completed source repository control updates on Atlassian and Github repo's through SmartGit
- Performed accessibility audits and implemented suggested updates regarding items such as metadata for screen readers, font size and contrast issues
- Trained new personnel on how to use the thunder::tech system to access site resources, manage tickets, and Zendesk ticket triaging and management
- Worked alongside the Sysops team to aid clients needing SSL replenishment, web application firewalls, and other security related issues
- Created customer-friendly user guides to aid clients in managing technical challenges using Tango

Case Western Reserve University / Kelly Services, Cleveland, Ohio (2022)
Application Developer

- Training to convert existing applications to MVC applications using database first in C#
- Collaborated in an agile environment and created user story
- Worked with databases in SQL using SSMS

Unicontrol, Cleveland, Ohio (2021)

Weekend Assembler

- Completed manual assembly tasks to make pressure/flow switches
- Performed calibration of testing/calibration station
- Trained new assemblers
- Tested completed products

Kadee Newco, Walton Hills, Ohio (2016 to 2020)
Draftsman

- Responded to customer requests and customer inquiries
- Corresponded with potential customers regarding project quotations
- Created takeoffs and estimates for quotes in response to bid invitations
- Updated the customer database through project lifespan
- Computer drafted shop drawings and asbuilts in AutoCAD
- Maintained product detail library and customer project documentation
- Processed customer changes by updating pricing, order records, and shop drawing maintenance
- Communicated with customers regarding open quotations, drawing changes, order status and release notifications
- Took measurements while inspecting finished product to help maintain consistent product quality

FormTech, Euclid, Ohio (2016)
Draftsman

- Created lists of materials from plan view layouts
- Worked with plan and elevation views to develop shop drawings
- Detailed project drawings in AutoCAD

Ohio Awning, Cleveland, Ohio (2016)
Bid Estimator

- Created quotations for public bids on construction projects
- Did take offs from construction plans, estimating sizes and quantities often based on incomplete information
- Aided field installation crews in awning measurement, repair, and installation
- Helped the production crew in assembling finished products

Kichler Lighting/Alliance Technical, Cleveland, Ohio (2015 to 2016)
Draftsman

- Updated drawings to company standards using AutoCAD for engineering changes
- Assembled and measured products to verify drawing updates using dial calipers and tape measurements
- Documented updates and verified database information using Microsoft Excel

GE Lighting/Adecco, Cleveland, Ohio (2015)
Engineering Technician

- Used customer requirements to create projected layouts for LED signage estimates
- Corresponded with customers relating to project requirements and technical needs assessments
- Worked with vector art tools to create channel sets and graphics from customer artwork