

Kyle Agostinelli

Technical Support Specialist and Technical Consultant with experience across SaaS platforms, networking, and customer-facing advisory work. Known for high first-contact resolution, clear communication with both technical and non-technical stakeholders, and consistently high customer satisfaction. Looking to leverage hands-on support and consulting experience to reduce downtime, improve user experience, and strengthen client relationships.

EXPERIENCE

Gerson Lehrman Group (GLG) — *Technical Consultant*

Remote | Jan 2024 – Present

- Provide expert advisory on telecommunications, SaaS/PaaS ecosystems, and blockchain infrastructure.
- Deliver market analyses on emerging technologies and regulatory shifts.
- Advise Fortune 500 clients on infrastructure modernization and vendor selection.

Samsara — *Technical Support Specialist*

Remote | Feb 2023 – Mar 2024

- Delivered API, product, and software support across IoT fleet management systems.
- Diagnosed REST API, authentication, and integration issues with customer systems.
- Maintained 95%+ CSAT and <5% transfer rate; received “Most Helpful” recognition nine times.

Asurion — *Technical Sales Specialist*

Remote | May 2021 – Feb 2023

- Exceeded KPIs by 20%+ through proactive technical guidance and customer retention.
- Simplified troubleshooting workflows, improving customer experience and resolution time.

Cable One (Sparklight) — *Technical Support Specialist*

Remote | May 2021 – Feb 2023

- Resolved 97% of support tickets on first contact; promoted to business-tier support.
- Configured Wi-Fi networks, switches, and connectivity for small business clients.

Calculated Fire Protection — *IT Administrator*

New York | Aug 2018 – Aug 2019

- Recovered \$100K+ in project data from a corrupted drive partition.
- Built an internal office network and configured Azure cloud for file collaboration.
- Supported CAD and Microsoft Office users with all software and IT issues.

EDUCATION

SUNY Orange County Community College — *Middletown, NY*

Associate of Science in Engineering (AS)

AUGUST 2015 - MAY 2017

Graduated with a 4.0 GPA.

CERTIFICATIONS

IBM Introduction to HTML, CSS and JavaScript

Coursera, Course Catalog

IBM Introduction to Cloud Computing

Coursera, Course Catalog

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SKILLS

API Support

Product Support

Software Support

Network Management

TCP/IP

Windows

macOS

HTML

CSS

JavaScript

Zendesk

Salesforce

Customer Service

Troubleshooting Process

Improvement

Adaptability

AWARDS

“Most Helpful” — 9 of the first 11 months of working at Samsara

Transfer Rate <5% with 95%+ CSAT

Recovered \$100K+ in project data (Calculated Fire Protection)

Internal Promotion at Cable One from Residential Support to Business Support and took on various new duties such as dispatching technicians and configuring larger network setups, including Wi-Fi configurations and switches.

LANGUAGES

English