



## Kyle J. Mohney

AI Strategy & Project Delivery  
Specialist

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## SKILL LIBRARY

- ▶ LLM
- ▶ Generative AI / Gen AI
- ▶ Prompt Engineering
- ▶ Agentic AI Systems & Prompt Chains
- ▶ AI Copilot
- ▶ Chatbot Organization / Conversation Design
- ▶ Custom GPTs
- ▶ Quality Assurance & Control
- ▶ AI Operations & Implementation
- ▶ Web Design & Development
- ▶ Application Development & Design
- ▶ Systems Analysis & Troubleshooting
- ▶ Rapid Prototyping & MVP Development
- ▶ Fraud Detection & Risk Prevention
- ▶ Case Investigation & Resolution Management
- ▶ Budgeting & Financial Management

# AI Technical Project Manager

AI Solutions • Project Leadership • Process Automation

Transformational operations leader with 6+ years driving excellence, AI integration, and team success. Expert in scalable systems, process optimization, and cross-functional enablement for tech-driven organizations.

## TECHNICAL STACK

**AI Integration:** Personal library of 100+ AI tools, organized by use case

**Analytics:** BigQuery, Tableau, Google Analytics, Observe.AI,

**CRM/Support:** Zendesk, Intercom, HubSpot, Jira, Genesys Cloud, Gong, Avaya, Atlassian, Sprout Social, Guru

**Knowledge Management:** Confluence, Notion, Coda, Help Centers, Google Docs/Drive/Slides

**Development:** HTML, CSS, JavaScript, Python, VS Code, Deepsite, Loveable, GitHub, Namecheap, Netlify, JSON

**Escalation Tools:** Workplace Betti, Tack, Salesforce, Point of Sale

**Communication Platforms:** Slack, Google Workspace, Zoom, Microsoft 365/Teams/Outlook, Workday

**Workflow Automation:** Zapier, Custom Scripting, Yellow, Decagon, Maven

**Data & Reporting:** Google Sheets, SQL (Basic), Machine Learning Applications, Executive Dashboards

**GenAI/LLM Tools:** Hugging Face, Claude, OpenAI, DeepSeek, ChatGPT, Gemini

**Campaign & UGC Ops:** Thumbtack Admin, HomeAdvisor, Airtable, Asana

**Payments & Risk:** Stripe, App Store/Google Play Store Management, Point of Sale Systems

## CERTIFICATIONS AND EDUCATION

**HubSpot Inbound Certification**  
HubSpot Academy

**ServiceHub Software**  
HubSpot Academy

**Inbound Marketing**  
HubSpot Academy

**Revenue Operations**  
HubSpot Academy

**SEO 1 & 2**  
HubSpot Academy

**HubSpot Service Hub**  
HubSpot Academy

**Google Generative AI**  
Google Cloud Skills

**Columbiana High School**  
Diploma

**Columbiana Career and Technical Center**  
Interactive Media 2-Year Certificate



## CORE VALUES: SHIELD

### Strength

I face challenges head-on and support others with unwavering resolve.

### Honor

I hold myself to high standards and act with respect and dignity in all I do.

### Integrity

I am honest and transparent, always choosing what's right over what's easy.

### Empathy

I listen deeply and strive to understand the feelings and perspectives of others.

### Learning

I am driven by curiosity and understanding, always seeking to grow and expand my perspective.

### Determination

I show determination through resilience and persistence, always striving for excellence.

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## PROFESSIONAL EXPERIENCE



### THUMBTACK

2022 - 2025

#### Operations Consultant | AI Implementation & Knowledge Systems

- Implemented **AI-driven SOPs** to reduce escalation resolution time from **2 days to under 1 hour**.
- Developed and deployed custom **AI tools** for **sentiment analysis**, **ROI calculation**, and **review management**.
- Automated **quality assurance workflows** using **AI**, improving service accuracy and consistency.
- Led the adoption and training of **AI platforms** for **100+ agents**, increasing operational efficiency.
- Created and maintained **knowledge base articles** leveraging **AI** for content optimization and relevance.
- Utilized **machine learning** to identify and address systemic issues, reducing platform risk.
- Designed **AI-powered dashboards** for real-time performance tracking and reporting.
- Piloted **AI chatbots** for agent support, streamlining internal communications and problem resolution.
- Collaborated with cross-functional teams to integrate **AI** into customer support and product feedback loops.
- Tested and onboarded new **AI tools**, driving automation and process improvement across teams.
- Used **AI** to monitor and analyze public app store reviews, reversing negative trends and improving ratings.
- **AI-generated messaging templates** for company-wide tone and voice alignment.



### HOMEADVISOR / ANGI

2018 - 2021

#### Customer Success & Engagement Manager

- Advanced quickly through multiple support tiers, earning **promotion to Supervisor in a single year** — an achievement that was unprecedented at the time.
- Resolved high volumes of inbound escalations and support inquiries daily, delivering solutions that often increased pros' monthly spending by up to **\$100K**.
- Led orientation calls for new professionals during their first week, sharing best practices and guidance to build confidence and early momentum.
- Conducted strategic check-ins during the first 28 days to strengthen adoption, address concerns, and reduce churn risk.
- Re-engaged former professionals through targeted calls and campaigns, helping them see renewed value in the platform.
- Supported the cancellation team during peak periods, retaining at-risk pros through credits, refunds, or custom solutions that met their needs.
- Participated in special promotions and call campaigns to boost engagement and address business risks as they arose.
- Honored with **multiple awards** for Customer Choice, Ownership, Teamwork, and Excellence — reflecting a commitment to positive outcomes for both pros and the business.

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