



Kyle J. Mohney

Knowledge Management &
Systems Strategy Leader

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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
- ▶ Digital Adoption & Change Enablement
- ▶ Documentation Strategy & Knowledge Management
- ▶ Knowledge Base Administration
- ▶ Knowledge Base Architecture
- ▶ AI Operations & Implementation
- ▶ Systems Analysis & Troubleshooting
- ▶ Process Optimization & Improvement
- ▶ Change & Transformation Management
- ▶ Stakeholder Engagement & Management

Knowledge Systems Manager

AI-Powered Operations • Process Automation • Knowledge Systems

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 Certificate

- ▶ Cross-Functional Team Collaboration
- ▶ Content Curation
- ▶ API/Webhooks/Low-Code Integration



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

- ▶ **Quality Assurance:** Provided real-time answers to agents, reviewed interactions, and delivered analysis and summaries to the QA team to improve service quality.
- ▶ Reduced escalation resolution time from **2 days to under 1 hour** by designing and implementing scalable SOPs.
- ▶ Led coaching initiatives supporting **100+ agents** across teams, delivering real-time guidance that improved accuracy, tone, and resolution quality.
- ▶ Created and maintained **40+ knowledge base articles** on online advertising, platform best practices, and client strategies.
- ▶ Resolved **1,500+ public app store reviews**, reversing negative trends and preventing platform removal risks.
- ▶ Collaborated with **Product, Legal, and Trust & Safety** teams to identify systemic issues, escalate bugs, and propose policy updates reducing risk.
- ▶ Developed **AI-enabled tools** using BigQuery and Sheets, including ROI calculators, sentiment trackers, and review calculators, boosting efficiency.
- ▶ Led **cross-functional initiatives** to clear backlog, streamline workflows, and optimize support operations.
- ▶ Tested and onboarded **AI tools**, creating training materials and SOPs to improve automation accuracy and adoption.
- ▶ Championed **internal tone and voice alignment**, producing messaging templates used company-wide.
- ▶ Monitored cross-functional Slack channels for cross-department questions and problems, providing timely resolutions to complex issues.
- ▶ Monitored a dedicated Slack channel for customer-facing support agents, delivering real-time assistance and answers to all agent questions.



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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