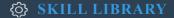


Kyle J. Mohney
Business Training &
Enablement Specialist

- Niles, OH
- **(720)** 877-7466
- in LinkedIn Profile
- KyleMohney.com



- LLM
- Generative AI / Gen AI
- Prompt Engineering
- Agentic AI Systems & Prompt Chains
- ► AI Copilot
- Chatbot Organization / Conversation Design
- Custom GPTs
- LangChain, Hugging Face, Claude, OpenAI
- ► Instructional Design
- Curriculum Development
- Adult Learning Principles
- Facilitation & Presentation
- Coaching & Mentoring
- Training Needs Analysis
- Learning Management Systems (LMS)
- Content Development & Documentation
- Onboarding Program Management

Training and Enablement Specialist

Instructional Design • Curriculum Development • Onboarding & Enablement

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

Inbound Marketing

Revenue Operations

SEO 1 & 2 HubSpot Academy **HubSpot Service Hub** HubSpot Academy

Google Generative AI

Columbiana High School

Columbiana Career and Technical Center

- Performance **Improvement**
- **Instructional Design**
- API/Webhooks/Low-Code Integration



CORE VALUES:

Strength

I face challenges head-on and support others with unwavering

Honor

act with respect and dignity in all I

Integrity

always choosing what's right over what's easy.

Empathy

I listen deeply and strive to understand the feelings and

Learning

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

Determination

I show determination through





🕝 Share on Facebook





Share via Email

PROFESSIONAL EXPERIENCE



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
- 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
- ▶ Honored with multiple awards for Customer Choice, Ownership, Teamwork, and Excellence reflecting a commitment to positive outcomes for both pros and the business.

This PDF is a condensed version. To explore the interactive version with collapsible sections, carousels, FAQs, and project portfolio, please visit kylemohney.com/resume!