

KEVIN J. MOSLEY

Technical Support Engineer

Tucson, AZ | contact@kevinjmosley.com | U.S. Navy Veteran

[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Technical Support Engineer with 5+ years resolving critical technical issues for SaaS, e-commerce, and subscription platforms. Skilled in ticket triage and escalation, root-cause analysis, API/webhook debugging, and cross-functional collaboration with engineering and product teams. Experience running live product demos and pre-sales technical consulting. U.S. Navy veteran bringing discipline and clear technical communication to fast-paced, customer-facing environments.

CORE SKILLS

Technical Support: Root-cause analysis, ticket triage & escalation, SLA-driven response, API & webhook debugging, SQL/database queries, Chrome DevTools, knowledge base authoring, pre-sales technical consulting, live product demos

Support & Business Tools: Zendesk, Intercom, Jira, Zapier, HubSpot, NetSuite, Postman

Technical: HTML5, CSS3, JavaScript (ES6+), React, Node.js, Shopify Liquid, REST APIs, PostgreSQL, MySQL

Platforms: Shopify Plus, WordPress, Salesforce Commerce Cloud

EXPERIENCE

Full-Stack Shopify Developer — Freelance / Self-Employed

Dec 2019 – Present

- Served as sole technical consultant and point of contact for freelance clients, gathering business requirements and translating them into implementation plans from onboarding through post-launch support.
- Diagnosed and resolved client-reported application issues across hosting, third-party integrations, and site functionality, maintaining high client retention through responsive, consultative communication.
- Owned the full implementation lifecycle independently: discovery, solution design, development, QA, deployment, and ongoing support using Agile-style prioritization.

Shopify Application Support Engineer — Shogun

Sep 2024 – Sep 2025

- Diagnosed and resolved critical application, theme, and integration issues for merchants via **Intercom** live chat and email, consulting directly with customers to implement solutions across a high-volume queue.
- Authored and maintained help center/support articles, reducing repeat ticket volume by giving merchants self-service implementation resources.
- Escalated and tracked urgent, high-priority issues cross-functionally with product and engineering teams, acting as a liaison between customers and internal stakeholders to drive faster resolution.

Senior Full-Stack Shopify Developer — McGee & Co

Oct 2023 – Mar 2024

- Mentored developers and led code reviews, establishing implementation standards that reduced recurring defects and improved handoff quality.
- Diagnosed and resolved checkout and UI issues across Shopify Plus and WordPress sites, improving conversion rates by 12%, using **NetSuite** to support related order management and operational data.

Full-Stack Shopify Developer — Grant Cardone Enterprises

Aug 2022 – Aug 2023

- Provided application support across 3 high-traffic Shopify Plus stores (850+ products) in a sales-driven enterprise environment, managing and resolving customer/merchant tickets via **Zendesk** and **HubSpot**.
- Designed and implemented integration solutions with Amazon, Walmart, and Etsy, and built **Zapier** automations that reduced manual troubleshooting workload for a seven-figure monthly operation.

Frontend Developer — The Slide Factory

Aug 2021 – Apr 2022

- Used Jira for sprint planning while translating Figma mockups into responsive Shopify themes and business websites.

Software Engineer & Sales Advisor — Nucleos (Contract)

Mar 2021 – Nov 2021

- Served as Software Engineer and Sales Advisor to state and county agencies, running live product demos and partnering with Pre-Sales teams to scope demo needs and translate agency requirements into product capabilities.
- Built React front-end components rendering data from an Express/PostgreSQL backend to track incarcerated learners' course progress and generate automated reporting.
- Secured a contract expanding platform access from 10 to 1,300 incarcerated learners within 6 months through needs-based technical consulting with agency stakeholders.

EDUCATION & CERTIFICATIONS

- Cybersecurity Certificate — SNHU, 2025 | Software Engineering Immersive — General Assembly, 2020 | B.B.A. Business Administration & A.S. Accounting — American Public University, 2016–2019