

Brian Kelley

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Professional Summary

I am a detail oriented and curious Technical Support professional with over 4 years of experience helping people solve complex software, web, and system related problems. I genuinely enjoy digging into issues, figuring out why something isn't working, and explaining solutions in a way anyone can understand. I have hands on experience with WordPress, debugging workflows, AI tools, and general tech infrastructure, and I'm always looking for ways to learn new skills and improve. Accuracy, adaptability, and a commitment to getting things right are at the core of how I work. I take pride in ensuring that users have a smooth, frustration-free experience.

Professional Experience

Dwelingo – Technical Support & Web Specialist

Remote

2020 – Present

- Provided remote technical support to users, resolving website, plugin, and platform related issues efficiently.
- Assisted with troubleshooting and debugging software features, ensuring smooth functionality and user experience.
- Developed and customized WordPress plugins and website content to enhance platform usability.
- Reviewed, tested, and documented platform performance, providing actionable insights for improvements.
- Created clear user guides and documentation to support both internal teams and platform users.
- Collaborated with team members on remote projects, ensuring timely updates and consistent quality.

Jimmy John's – Sandwich Artist / Crew Member – Copperas Cove, TX

2022 – 2023

- Delivered fast, accurate service in a high volume environment while maintaining customer satisfaction.
- Processed cash and POS transactions efficiently and accurately.

- Collaborated with team members to ensure smooth store operations and customer satisfaction.

Dollar General – Retail Associate – Copperas Cove, TX

2021 – 2022

- Assisted customers with inquiries, product locations, and purchases while maintaining excellent service quality.
- Managed inventory, restocked shelves, and organized merchandise for optimal availability.
- Operated POS systems and handled transactions accurately.
- Followed company policies to maintain a safe and organized store environment.