

Adam Kissee

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SKILLS

Technical Skills: HTTP, Python, DNS, NAT, routing and switching, IPv6, problem resolution

Non-Technical Skills: Strong verbal and written communication, customer communication, technical writing, conflict resolution

EXPERIENCE

Verkada May 2024 - Present *Senior Product Specialist - Alarms*

- Spearheaded the creation of a new alarms product line, including 6 hardware products and an overhauled software suite, contributing to a 40% increase in product portfolio
- Led cross-functional teams (engineering, design, sales, and marketing) to successfully launch the new product line, resulting in 6 major product releases achieving on time delivery for each
- Collaborated closely with engineering to define technical requirements and ensure products met quality, scalability, and usability standards

Verkada June 2022 - May 2024 *Product Specialist - Alarms*

- Lead customer beta programs of new products, ensuring timely and effective product launches
- Launched 4 new products from conception translating the product vision across engineering, sales and 5+ other cross-functional teams leading to over \$45M in revenue over 2 years
- Act as a pivotal liaison between the customer base and the product development team, ensuring alignment between customer expectations and product roadmap, resulting in a higher level of customer satisfaction and retention
- Built dashboards using SQL for product metrics, performance and processes for our team of 30+ software engineers

Verkada June 2021 — June 2022 *Technical Support Engineer*

- Reduced customer issue resolution time through implementation of scripts and automation processes
- Assisted customers in a fast-pace environment through multiple communication methods
- Troubleshoot and corrected hardware, software, and networks in multiple Verkada systems
- Recommended configuration changes and system additions that optimize performance
- Developed robust and comprehensive documentation both internally and externally reducing the number of customer support requests

Certifications

Cisco Certified Networking Associate - Routing and Switching	February 2022
AWS Solutions Architect Associate	November 2022
CompTIA Network+	June 2020
CompTIA Security+	June 2020

EDUCATION

University of Texas at San Antonio Aug. '17 — May. '21

B.B.A. Cyber Security and B.B.A. Information Systems

- GPA: 3.72 / 4.00 Cum Laude
- Courses: Advanced Topics in IS, Intrusion Detection & Inc Res, Operating Systems Security, Information Assurance Policy, Network Security, Database Management for Info Systems