

Kira Markey

Seattle, WA

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Knowledge Management leader with 10+ years of experience spanning SaaS and hospitality industries. Expertise in KCS adoption, scalable content architecture, and cross-functional program management. Skilled at improving efficiency, reducing support costs, and expanding self-service in rapidly scaling global environments. Passionate about turning knowledge into a strategic asset through adaptable, customer-focused systems.

Work Experience

Payscale | 7 years

Senior Knowledge Manager | Jan 2024 - Jul 2025 | Remote, United States

Transformed knowledge into strategy by scaling KCS across GTM function, overhauling content architecture, and applying data insights to customer education. Drove measurable impact by reducing support costs, expanding self-service adoption, and aligning global teams through governance and cross-functional collaboration.

- Built and scaled KCS program, boosting article attachment 475% YoY and generating 6,000+ new data points to inform product strategy.
- Delivered a 5:1 self-service session ratio, cutting case volume and support costs.
- Rebuilt knowledge faceted tagging structure, flattening architecture by 75%.
- Delivered KCS training to new CSAs, improving onboarding speed by 50% and time-to-resolution for repeatable issues by 80%.

Senior Support Analyst | Jan 2022 - Sep 2024 | Remote, United States

Resolved complex customer escalations while maintaining industry-leading CSAT. Streamlined operations through development of standardized messaging, efficient escalation workflows, and cross-functional collaboration with technical teams. Delivered targeted training to strengthen team performance, reduce repeat issues, and improve customer retention.

- Maintained 95% top-box CSAT on complex customer interactions.
- Built and maintained template library that reduced resolution time by 50% and unified messaging across global teams.
- Partnered with Engineering/Product to expedite escalations, managed customer communications for 50+ defect tickets simultaneously.
- Obtained front-end development basics certification, enhancing troubleshooting accuracy and technical collaboration.

Support Analyst II/Product Support Specialist/Enablement Specialist | Apr 2019 - Apr 2022 | Hybrid

Position title evolved, core duties remained consistent as team scaled and company underwent M&A - transitioned from onsite to remote in 2020. Delivered frontline support for B2B and B2C customers, resolving inquiries via phone and email with a focus on customer enablement. Partnered with CSMs, Implementation, and Tier 2 Support to ensure positive outcomes across the customer journey.

Benchmarking Specialist | Aug 2018 - Apr 2019 | Remote

Delivered compensation benchmarking services that informed customer HR decision-making and strategic planning. Partnered with clients and prospects to translate complex data into actionable insights, enabling new business and renewals, and empowering organizations to make confident, market-aligned compensation choices.

Clipper Vacations | 3.5 years

Reservations Administrator | Aug 2016 - Jul 2018 | Seattle, WA

Directed recruiting, training, reporting, and cross-departmental coordination for the Reservations Org. Designed and delivered onboarding programs, streamlined reporting for leadership, and supported both the VP of Reservations and frontline staff to improve efficiency, consistency, and customer service during peak demand.

- Designed and delivered an 80-hour training curriculum, accelerating onboarding and raising agent performance.
- Produced daily, weekly, and monthly reports on call center/web sales, enabling leadership visibility and operational decisions.
- Redesigned the Reservations Sales Manual and product resources, ensuring consistent, accurate information across the department and improving efficiency.

Reservations Sales Agent/ "Internet Desk" Email Triage | Mar 2015 - Aug 2016 | Seattle, WA

Delivered high-volume reservations sales and expert customer service as a Pacific Northwest travel specialist. Promoted to Internet Desk role managing wholesale vendor requests and custom vacation packages, strengthening partnerships, enhancing customer experience, and driving revenue through tailored travel solutions.

- Generated reservations and custom vacation packages across ferries, hotels, and tours, contributing to revenue growth.
- Consistently received customer accolades for excellence in service.
- Promoted to Internet Desk role, managing wholesale vendor accounts and written customer inquiries with accuracy and efficiency.

Core Skills, Certifications, Education

- Knowledge Management, Knowledge Capture, Knowledge Retention, Program Development, Program Management, Project Management, Coaching & Mentoring, Generative AI Tools, Change Management, Content Management, Help Center Tools, Asana, Atlassian, Highspot, Notion, Seismic, Salesforce Lightning, Salesforce Service Cloud, SharePoint, SkillJar LMS, Zoom
- Certified Knowledge Manager (CKM), Knowledge-Centered Service (KCS) v6 Fundamentals, SheCodes Plus: Front End Development, SheCodes Basics, Generative AI for Project Managers
- Western Washington University | BA Communication | Jan 2009 - Jun 2013