Michael Zheng
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Core Competencies:

- Communication | Teamwork | Problem-Solving | Customer Service
- Programming: Java, JavaScript, HTML, CSS, SQL
- Tools: Unity, Git, Agile Methodologies, Video Editing

Professional Experience:

Egain — Analyst I, Solution Success: *May 2022 – Present*

- Collaborate with global teams (UK & India) to resolve customer technical issues, improving satisfaction by 20%.
- Streamline and document troubleshooting processes, reducing resolution time by 15%.
- Enhance customer onboarding by optimizing issue escalation workflows.

San Francisco State University — Java Tutor & Mentor: *January 2019 – May 2021*

- Tutored 50+ students in Java, improving academic performance and project success by 10%.
- Designed personalized learning plans and facilitated group coding sessions.
- Led coding workshops and provided feedback to enhance understanding of complex programming concepts.

Sunny Sushi San Bruno — Waiter: *December 2018 – April 2022*

- Delivered high-quality customer service in a high-volume environment, managing multiple tables efficiently.
- Trained and mentored new staff, improving team productivity and morale.

Education:

San Francisco State University: *Bachelor of Science in Computer Science*

- Relevant Coursework: Object-Oriented Programming, Data Structures, Web Development
- Activities: Organized coding bootcamps for underclassmen

Technical Projects:

- Personal website about myself.