

Michael Gombos

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SKILLS

- **Skills:** HTML, CSS, Javascript, React, Python, Figma , XD, Photoshop, Illustrator

WORK EXPERIENCE

Bill.com

Customer Support Advocate

Jan. 2022 – Present

Houston, TX

- Kept up-to-date with new features and updates to provide accurate information to customers.
- Resolved customer issues via phone, email, and chat.
- Tracked customer feedback and reported trends and patterns using Zendesk.
- Utilized Jira to track product issues and notify users of resolutions or workarounds.
- Consistently exceeded customer satisfaction goals with 95% rating or higher.

SEO for real estate investors

SEO consultant

Jan. 2021 – Jan 2022

Wilton, CT

- Provided SEO consulting services to real estate investors.
- Trained real estate investors on how to use Carrot.com to build and manage their own websites
- Conducted regular website audits and provided recommendations for improvement.
- Documented common issues for clients and created guides to resolve confusion.

WingStop

Shift Leader

Jun 2019 – Jun 2020

Houston, TX

- Led and managed daily operations as Wingstop Shift Leader.
- Trained and supervised team, ensuring quality service.
- Maintained clean, organized workspace and ensured food safety.
- Assisted with food preparation and restocked supplies.
- Conducted end-of-shift reconciliation of cash and inventory..

WingStop

Cashier

Jan 2019 – Jun 2019

Katy, TX

- Managed point-of-sale transactions with accuracy and efficiency.
- Provided excellent customer service and resolved customer issues.
- Assisted customers with menu choices and order modifications.