Michael Gombos

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SKILLS

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

WORK EXPERIENCE

Bill.com   **Jan. 2022 – Present**
Customer Support Advocate   *Houston, TX*

- Demonstrated understanding of accounting principles.
- Educated customers on how to better use the bill.com product.
- Documented product errors and steps to recreate using Zendesk.
- Utilized Jira to track product errors and notify users of resolutions or workarounds.
- Communicated with 2 concurrent customers at a time via chat.

SEO for real estate investors   **Jan. 2021 – Jan 2022**
Website support Specialist   *Wilton, CT*

- Guided business owners on proper content writing and design methodology.
- Explained web design concepts in a digestible and clear manner for beginners.
- Designed and launched websites using WYSIWYG editor.
- Documented common issues for clients and created guides to resolve confusion.
- Provided one on one technical support to CMS users.

WingStop   **Jun 2019 – Present**
Shift Leader   *Houston, TX*

- Ensured Quick and accurate assembly and presentation of menu items
- Preformed Data entry such as cash deposits inventory counts, and product orders.
- Ensured all products and workstations meet the required health and safety standards
- Performed routine maintenance of equipment.
- Responded to all customer service issues and handle promptly

WingStop   **Jan 2019 – Jun 2019**
Cashier   *Katy, TX*

- Responsible for cash drawer, as well as handling the cleaning of the front of house.
- Set priorities and completion of tasks with speed and efficiency.
- Ensured drawer check out and drawer balance were correct and the end of the shift.