

Michael Gombos

gombos2002@gmail.com ❖ (346) 337-8946 ❖ Houston, TX

SKILLS

HTML, CSS, JavaScript, Wordpress, Sass, Bootstrap, Adobe XD, Visual Studio Code, Github, Linux

PROFESSIONAL EXPERIENCE

SEO for real estate investors

Jan. 2021 – Present

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.

One support

Dec. 2019 – Jan 2021

Technical Support Representative

Houston, TX

- Provided thorough support and problem resolution for customers.
- Displayed courtesy and strong interpersonal skills during all customer interactions.
- Assisted customers experiencing data connectivity issues.
- Schedule technician appointments.
- Documented all calls with precise and informative notes.

Asurion

Jan. 2019 – Sep. 2019

Customer Service representative

Houston, TX

- Identified customer needs, clarified information, researched every issue, and provided solutions or alternatives.
- Kept records of all conversations in our call center database in a comprehensible way.
- Maintained call center database by entering information. Keep equipment operational by following procedures.

Education

Houston Community College

2020 - Anticipated 2022

Associate of Science, Computer Science

Houston, TX