

Michael Gombos

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www.michaelGombos.com

SKILLS

- **Skills:** QBO, QBD, Netsuite, Xero, Intacct, Reconciliation, Training

WORK EXPERIENCE

Bill.com

AP/AR Support Agent

Jan. 2022 – Present

Houston, TX

- Provided customers with support and education regarding the bill.com platform.
- Investigated, and resolved complex issues with bill.com's integration with multiple accounting software.
- Assisted customers with creating custom exports, and comparing/filtering information.
- Provided hands-on guidance on the reconciliation process for bank GL accounts.
- Tracked and resolved any questions, issues, or feature requests, using JIRA, Zendesk, and Salesforce.

SEO for real estate investors

SEO consultant

Jan. 2021 – Jan 2022

Wilton, CT

- Delivered personalized SEO consulting and training to real estate investors.
- Conducted website audits, identified areas for improvement, and provided actionable recommendations.
- Developed and documented resolution guides for common issues.
- Designed and developed real estate websites using carrot.com

WingStop

Shift Leader

Jun 2019 – Jun 2020

Houston, TX

- Conducted meticulous end-of-shift reconciliation of cash and inventory, ensuring accuracy and accountability.
- Addressed and resolved escalated customer issues.
- Trained, supervised, and mentored team members, fostering a customer-centric and high-performance culture.

WingStop

Cashier

Jan 2019 – Jun 2019

Katy, TX

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