

Michael Gombos

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www.michaelGombos.com

SKILLS

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

WORK EXPERIENCE

Bill.com

Customer Experience Agent

Jan. 2022 – Present

Houston, TX

- Managed and resolved complex customer issues via phone, email, and chat.
- Handled frustrated customers effectively, ensuring all customer concerns and issues were addressed and de-escalated.
- Proactively reached out to customers as needed to enhance customer experience and satisfaction.
- Utilized tools such as Zendesk and Jira to track customer feedback, report trends, and ensure timely resolution or workarounds for product issues.

SEO for real estate investors

SEO consultant

Jan. 2021 – Jan 2022

Wilton, CT

- Delivered personalized SEO consulting and training to real estate investors.
- Conducted comprehensive website audits, identified areas for improvement, and provided actionable recommendations.
- Developed and documented resolution guides for common issues.
- Engaged in regular communication with clients to address inquiries, clarify information, and ensure the best customer experience.

WingStop

Shift Leader

Jun 2019 – Jun 2020

Houston, TX

- Addressed and resolved escalated customer issues.
- Spearheaded daily operations, ensuring optimal service quality and prompt resolution of any customer Issues as Shift Leader.
- Trained, supervised, and mentored team members, fostering a customer-centric and high-performance culture.
- Conducted meticulous end-of-shift reconciliation of cash and inventory, ensuring accuracy and accountability.

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.
- Contributed to maintaining a clean and organized store environment, adhering to health and safety standards.