

Michael Gombos

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www.MichaelGombos.com

WORK EXPERIENCE

Bill.com

Technical Support Representative

Jan 2022 – Dec 2023

Houston, TX

- Provided customers with support and education regarding the bill.com platform.
- Handled requests for payment timing, failed payments, fraud, and other payables and receivables inquiries.
- Investigated, and resolved any 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

Web Developer

Jan 2021 – Jan 2022

Wilton, CT

- Designed and developed real estate websites using figma and wordpress
- Delivered personalized SEO consulting and training to real estate investors.
- Conducted website audits, identified areas for improvement, and provided actionable recommendations.
- Created resolution guides for common technical issues.

WingStop

Shift Leader

Jun 2019 – Jun 2020

Houston, TX

- Conducted 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

Education

Houston Community College

Associate of science in computer science

Sep 2020– Dec 2024

Katy, TX