

# 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 Support Advocate*

**Jan. 2022 – Present**

*Houston, TX*

- Kept up-to-date with new features and updates to provide accurate information to customers.
- Resolved customer issues via phone, email, and chat.
- Tracked customer feedback and reported trends and patterns using Zendesk.
- Utilized Jira to track product issues and notify users of resolutions or workarounds.
- Consistently exceeded customer satisfaction goals with 95% rating or higher.

### SEO for real estate investors

*SEO consultant*

**Jan. 2021 – Jan 2022**

*Wilton, CT*

- Provided SEO consulting services to real estate investors.
- Trained real estate investors on how to use Carrot.com to build and manage their own websites
- Conducted regular website audits and provided recommendations for improvement.
- Documented common issues for clients and created guides to resolve confusion.

### WingStop

*Shift Leader*

**Jun 2019 – Present**

*Houston, TX*

- Led and managed daily operations as Wingstop Shift Leader.
- Trained and supervised team, ensuring quality service.
- Maintained clean, organized workspace and ensured food safety.
- Assisted with food preparation and restocked supplies.
- Conducted end-of-shift reconciliation of cash and inventory..

### WingStop

*Cashier*

**Jan 2019 – Jun 2019**

*Katy, TX*

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