# MICHAEL WACHTEL

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## EDUCATION

**AUGUST 2021 - FEBRUARY 2022**

**UCR CODING BOOT CAMP, UNIVERSITY OF CALIFORNIA RIVERSIDE**

**MAY 2015**

**BA BUSINESS ADMINISTRATION, CALIFORNIA STATE UNIVERSITY FULLERTON**

**Focus: Entrepreneurial**

## WEB DEVELOPMENT EXPERIENCE - LINK TO PORTFOLIO

**Browser Based Technologies:**
- HTML/CSS
- JavaScript/jQuery
- Responsive Design
- Bootstrap
- Handlebars
- Local Storage, Session Storage, IndexedDB
- React.js

**Databases:**
- MySQL
- MongoDB

**Server Side Development:**
- User Authentication
- Progressive Web Applications (PWAs)
- MERN Stack (MongoDB, Express.js, React.js, Node.js)

**API Interaction:**
- API
- JSON
- AJAX

## WORK EXPERIENCE

**DECEMBER 2015 – PRESENT**

**PARTNER OPERATIONS COORDINATOR – CONTRACTS ADMINISTRATOR - ESRI INC.**

**Unique Duties:**
- Esri Partner Network Evolution Program – Administrate and Manage Execution of Contracts for a portfolio of ESRI Partners (Portfolio size 800+ partners)
- Manage extensions and logistics of the migration effort for Application Service Provider agreements between Esri Customers and ESRI
- Revenue Tracking and Analysis of Esri Partner Network related Royalties Agreements
- Administration and Tracking of Esri Partner Network Program fees and annual renewals.
- Execution of Termination of Esri Partner relationships
- Esri Partner Operations Administration Tools development (Consulting & Salesforce integration development)

**DECEMBER 2015 – JANUARY 2019**
### CUSTOMER SERVICE REPRESENTATIVE - ACCOUNT ANALYST –– ESRI INC.

**Unique Duties:**
- Develop, coordinate, and implement new internal Customer Service dept. web-course training/on-boarding program.
- EPN Customer Service Representative. Experience with OEM invoicing, Partner Policy/Procedure, Partner Program, Startup Program, Sales Authorization, VAR, Expanded Benefits.
- Interdepartmental collaboration
- Policy & procedural analysis / consulting

**General Duties:**
- Manage all order-related activity for domestic commercial customers including order processing, shipping schedule, invoicing, and post-delivery support
- Track licenses, maintenance, and entitlements for each customer
- Create and follow up on customer quotes as needed
- Update and maintain customer account information databases
- Be available to answer questions from customers or other departments
- Participate on project teams as assigned

**2013 – 2015**
### JUNIOR BUSINESS CONSULTANT, CSUF SMALL BUSINESS INSTITUTE

**Consulting for small/medium sized business in:**
- Marketing - Developing marketing strategies, market research / analysis
- Operations - Developing Lean systems operations & efficient operations strategies
- Accounting - Reorganize, develop, and deliver financial statements
- New Venture Launch – Plan and develop viable business plans / launch strategies
- Leadership - Developing internal feedback networks, proposing proper leadership styles

## OTHER RELEVANT EXPERIENCE

**Software Experience:**
- Git Bash, Visual Studio Code (VS Code), Insomnia, MongoDB Compass, MongoDB Atlas
- SAP, Salesforce
- Microsoft Teams, Skype for Business, MS Office Suite
- Content Studio, Camtasia

**Extracurricular Experience:**
- 4 Semesters – Chinese Mandarin
- 2nd Degree FreeMason