



# George Mikhail



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600 WILLIAM ST APT 146 OAKLAND, CA 94612

## EDUCATION

BACHELOR OF SCIENCE IN BUSINESS  
MARKETING  
SAN JOSE STATE UNIVERSITY,  
SAN JOSE, CA  
GRADUATED 2012

MARKETING OFFICER, SAN JOSE  
STATE MARKETING ASSOCIATION

## PROFESSIONAL SKILLS

PROJECT MANAGEMENT

PRODUCT DEVELOPMENT

BILINGUAL: ENGLISH & ASSYRIAN

## TECHNICAL SKILLS

MAC OS & WINDOWS

SALESFORCE

HTML

CSS

JQUERY

SQL

RADIANCE

APPROPRIATE

JIRA

MICROSOFT OFFICE: ADVANCED

EXCEL

TABLEAU SOFTWARE

## WORK EXPERIENCE

### Professional Services Consultant

*WalkMe/San Francisco, CA | 11/2015 – current*

- Collaborating with client stakeholders as an advisor and problem solver, in order to implement interactive solutions on client websites.
- Maximizing ROI for the customers by focusing on reducing support costs, expediting employee on boarding and converting trial users to paid.
- Manage multiple projects for a variety of customers, while working cross-functionally with success managers, QA & Dev to deliver an exceptional end result.

### Support Agent

*Twitter/San Francisco, CA | 11/2013 – 08/2015*

- Offered support and troubleshooting to user issues on the Twitter platform.
- Built metrics reports for the User Services department through Service Cloud and Tableau software.
- Monitored Twitter accounts with high user engagement in order to surface issues.
- Surfaced bugs on the platform and collaborated with product/engineering teams till resolution.
- Responsible for training agents in department workflows.
- Subject matter expert in "Read-Only", a workflow that I functionalized and managed.
- Managed and implemented department wide response templates in Salesforce.
- Project manager on several cross-functional projects with multiple dependencies.

### Google+ User Support Coordinator

*Google (Contracted through Adecco)/Mountain View, CA  
| 7/2012 – 7/2013*

- Executed Google+ names policy, facilitated user problems, while maintaining quality for Google services.