

# Michael Zarick

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## EDUCATION

**Indiana University**, Bloomington, Indiana

May 2019

Computer Science

Specialization: Computer Languages

## WORK EXPERIENCE

**Bottle.com** - Remote Work

October 2021 - Current

*Customer Support and Success Representative*

- Headed the migration efforts of over 50 customers from a 1.0 product to a 2.0 product
- Solved 2000+ customers issues through the generation of over 50 educational help articles and engaging email
- Provided over 200 detailed bug reports and over 40 customer feedback suggestions to product team
- Developed a new customer onboarding process increasing the likelihood of retention leading to the onboarding of over 20 local food merchants looking to build their following through community engagement
- Manufactured content, ads, and Hubspot integration to track statistics and analytics across platforms

**Rebel Inc** - Remote Work

January 2021 - July 2021

*Customer Success Lead*

- Conducted onboarding and sales for many customers across the country creating online communities to foster business: Over 30 merchant accounts set up
- Ensured quality of website and mobile apps by regularly testing functionality and features to ensure proper functionality, offered potential fixes or adjustments in many cases: 50+ issues and resolutions

**YMCA Camp Piomingo**, Brandenburg, KY

May 2013 - August 2017

*Counselor In Training (C.I.T.) Director (and in Cabin Counselor)*

- Trained over 30 prospective counselors to be effective leaders and communicators on a team
- Created and planned lessons and daily schedules with a Co-Director to give the campers the best possible experience while keeping a focus on self-improvement and professionalism

**McNutt Residence Hall**, Bloomington, IN

September 2015 - December 2016

*Resident Assistant*

- Planned monthly events that promote success in a learning environment as developing a sense of community
- Implemented emergency response, nightly rounds, conflict mediation, and over 30 community education tasks
- Collaborated and communicated with 15 other RAs to help better the residence hall as a whole

## ACTIVITIES

**VALORANT Org Management - Team Opulence**

August 2021-July 2022

- Fostered 3 teams of professional Valorant players in improving play and developing strong practice habits
- Instructed over 20 players on how to rep a brand, develop professionally, and how act publicly on social media
- Grew a social media following quickly over a short period of time: over 1000 followers in 2 months

**Freelance Consultant**

March 2020-Present

- Conducted design consulting for professional organizations including the Verizon 5G team and CKC-Indiana
- Edited over 30 podcast episodes for tech startups including Arrows.to and Bottle.com

**Care About Climate** - *Social Media Content Developer*

October 2020 - February 2021

- Expanded the social media engagement and following of Care About Climate through daily content
- Cooperated with 10+ team members to communicate ideas about climate change and educational events that non-profit members can partake in leading to 100+ participants in events

## TECHNICAL SKILLS

**Audio Software:** *Descript, Audacity, Adobe Audition*

**Other:** *Blender, Meshlab, Microsoft Product Suite, Adobe Products (Photoshop, Illustrator, etc.), Google Products (Drive, Youtube), Discord, Stripe, Zendesk, Hubspot*