Michael Mora

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SUMMARY

Bilingual customer support specialist transitioning into technical support, with over 4 years of experience helping clients via chat, phone, and email. Currently studying Web Development and building hands-on experience with HTML5, CSS3, JavaScript and WordPress. Known for clear communication, empathy, and the ability to learn and apply new tools quickly. Eager to contribute to Automattic's mission by combining strong customer care and technical foundations.

TECHNICAL SKILLS

- Languages & Tools: HTML5, CSS3, JavaScript, Git, VS Code (beginner)
- Learning Platforms: FreeCodeCamp, LinkedIn Learning, Udemy, College
- Operating Systems: Windows & macOS
- Productivity: Google Workspace, Microsoft Office
- Customer Support: Chat & email support, phone support, Zendesk-style tools
- Soft Skills: Communication, Empathy, Problem-solving, Time Management
- Languages: Native English & Spanish

WORK EXPERIENCE

Hotel Mai. — Long Beach, CA
Hotel Front Desk Agent — Aug 2023 - Present
- Managed daily check-ins and check-outs for 40+ guests using CloudBeds, AKIA and the new Vacant PMO system recently facilitating check-in/out procedures, Inbound and Outbound calls, answering emails, addressing inquiries, and ensuring a high level of customer service for a seamless hospitality experience.

King Taco. — Long Beach, CA
Cashier — Apr 2023 - Nov 2023
- Processed customer transactions efficiently, ensuring accuracy in all financial exchanges and maintaining a balanced cash drawer.
- Demonstrated excellent customer service by patiently addressing customer inquiries and fostering a welcoming atmosphere.
- Cultivated empathetic interactions, enhancing customer satisfaction and contributing to a positive brand image.

WebHelp. — Remote
Customer Support Representative (Chat & Email) — Jun 2021 - Jul 2022
- Assisted customers with payment tracking, transaction recognition, and explanation of promotional offers through chat and email communication.
- Collaborated with teammates asynchronously to maintain high performance across shifts.
- Transitioned into a supervisory role, overseeing the quality of customer service and team performance

Accedo Technologies. — Remote
Customer Service Representative — Sep 2020 - May 2021
- Scheduled patient appointments, resolved medical records issues, and ensured HIPAA compliance.
- Trained in Medical Billing and Explanation of Benefits (EOB) to support a broader range of client needs.

EDUCATION

FreeCodeCamp — Online
Full Stack Developer, Certified Curriculum. — Expected - Oct 2025

Long Beach City College — Long Beach
Associate in Science, Web Development — Expected - Dec 2026

California Department of Education — Long Beach

GED, General Education   Mar 2025

CERTIFICATIONS

50 WPM, Typing Certificate   2025
Excel Expert, Microsoft   2025

SKILLS

Bilingual • Spanish Native • English Native • Problem Solving • Communication Skills • Multitasking • Time Management • Empathy • Computer Literacy • Data Entry • Call Center • IT • Customer Service

PROJECTS

Personal Portfolio Website, HTML │ CSS │ JavaScript │ Git │ GitHub │ GitHub Pages
- URL: https://mikegmora.github.io/michaelportfolio/
- Developed a responsive personal portfolio website from scratch to showcase web development projects and provide a downloadable resume. Built with semantic HTML, custom CSS styling, and JavaScript for basic interactivity. Integrated Git for version control and GitHub for project hosting, including deployment via GitHub Pages. Ensured mobile-friendly layout and optimized asset loading for performance and accessibility

Reposteria Michael's Website
- URL: https://reposteriamichaels.wordpress.com
- Built a live WordPress.com website for a real Nicaraguan bakery using the block editor and a restaurant-optimized theme. Structured and designed all pages (Home, Menu, About, Contact), created a visual homepage layout with CTAs, and manually styled content blocks to work around the limitations of the free plan. This project demonstrates my ability to build functional, client-ready websites, navigate WordPress tools, and think like an end-user while adapting to technical constraints.