



MICHAEL MORA

Web Developer / Customer Support Specialist

Contact

+1 (562)-540-0818

michaelmoranic@gmail.com

Long Beach, California

Education

2015 – 2019

Maria Ponce High school

Gained a high school diploma in Nicaragua.

2025 – 2025

CA Department of Education

Earned a GED or High School equivalent diploma in the USA.

2025 – 2026

Long Beach City College

Working towards getting an associate's degree in Web Development by Dec 2026.

Skills

- Problem Solving
- Quick learner
- Multitasking
- Active Listening
- Typing Speed: 60 WPM

Languages

- Spanish
- English

Summary

Bilingual customer support specialist transitioning into web development, with over 4 years of experience assisting clients via chat, phone, and email. Currently studying Web Development and gaining hands-on experience with HTML5, CSS3, JavaScript, and WordPress. Recognized for clear communication, empathy, and a strong ability to learn and apply new tools quickly. Seeking opportunities to grow as a developer through freelance work, internships, or remote roles.

Work Experience

Aug 2023 – Aug 2025
Hotel Mai

Front Desk Agent

Managed 40+ guest check-ins/outs. Handled calls, emails, and guest inquiries to ensure smooth operations. Recognized for professionalism and empathy. Trusted by management for reliability. 2 years' experience with CloudBeds, AKIA, and Vacant PMO.

Jun 2021 – Jul 2022
One Link

Customer Advisor

Supported Cash App users via chat and email, assisting with payments, transactions, and promotions. Promoted to Floor Support: coached agents, monitored quality, and ensured team performance met company standards.

Jan 2020 – May 2021
Accedo Technologies

Supervisor & Medical Billing Assistant

Began as a Bilingual Agent assisting with healthcare appointments. Promoted to Supervisor, leading a small team and ensuring service quality. Managed patient scheduling and records with confidentiality. Transferred to Medical Billing and gained experience with billing, EOBs, and insurance modifiers.

Certificates

Microsoft Excel [2025]

EF SET English Certificate (C1 Advanced) [2025]

References

Krutal Desai

Hotel Mai / General Manager

Phone: +1 (909) 762-6765

Email: hello@hotelmai.com

Shammark Kandler

One Link / Operations Manager

Phone: +505 8339-6967

Email: PSCAmericasintegration@concentrix.com

TECHNICAL SKILLS

HTML, CSS, JAVASCRIPT, I will expand into PHP, Python, Java, C++ and back-end technologies as I progress in my studies

PROJECTS

Personal Portfolio Website
<https://mikegmora.github.io/michaelportfolio/>

Developed a responsive personal portfolio website to showcase projects and offer a downloadable resume.

- Built from scratch using semantic HTML, custom CSS, and JavaScript
- Integrated Git for version control and deployed via GitHub Pages
- Optimized for performance, accessibility, and mobile usability
- Tools: HTML, CSS, JavaScript, Git, GitHub Pages

Reposteria Michael's
WordPress Bakery Website
<https://mikegmora.github.io/michaelportfolio/>

Built a live WordPress.com site for a small Nicaraguan bakery using the block editor and a restaurant-optimized theme.

- Designed and structured key pages: Home, Menu, About, and Contact
- Created a visual homepage with CTAs and manually styled blocks to overcome free plan limitations
- Demonstrated ability to build functional, client-ready sites and adapt to platform constraints with a user-first approach
- Tools: WordPress.com, Canva, HTML/CSS (block-level customization)