

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

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|--|---------------------------------------|
| Hotel Mai.
<i>Hotel Front Desk Agent</i> | Long Beach, CA
Aug 2023 - Present |
| <ul style="list-style-type: none">• 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.
<i>Cashier</i> | Long Beach, CA
Apr 2023 - Nov 2023 |
| <ul style="list-style-type: none">• 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.
<i>Customer Support Representative (Chat & Email)</i> | Remote
Jun 2021 - Jul 2022 |
| <ul style="list-style-type: none">• 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.
<i>Customer Service Representative</i> | Remote
Sep 2020 - May 2021 |
| <ul style="list-style-type: none">• 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

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|--|-----------------------------------|
| FreeCodeCamp
Full Stack Developer, Certified Curriculum. | Online
Expected - Oct 2025 |
| Long Beach City College
Associate in Science, Web Development | Long Beach
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

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