



# MICHAEL MORA

## FRONT END DEVELOPER

### PROFILE

Bilingual customer support specialist transitioning into web development, with over 5 years of experience assisting clients via chat, phone, and email.

I am 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.

### CONTACT

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### EDUCATION

#### Long Beach City College

Aug 2025 - Dec 2026

Associate's degree in web development, asynchronous coursework (online / in progress)

#### California Department of Education

Mar 2025 - May 2025

GED diploma.

#### Maria Ponce High school

Feb 2015 - Dec 2019

Earned a high school diploma from Nicaragua after graduating

### WORK EXPERIENCE

#### Hotel Mai / Front Desk Manager

Aug 2023 - Aug 2025

Managed 40+ guest check-ins/outs daily; handled calls, emails, and inquiries to ensure smooth operations. Recognized for professionalism and empathy. Reduced check-in time by 25% and trained new front desk agents. Utilized CloudBeds, AKIA, and Vacant PMS/property management systems. Designed and implemented an interactive housekeeping list in Microsoft Excel, increasing task completion speed by 30%.

#### One Link / Customer Advisor – Floor Support

Jun 2021 - Jul 2022

Supported Cash App users via chat and email, assisting with payments, transactions, and promotions. Promoted to Floor Support for monitoring quality and ensuring team performance. Improved response times by 35% by guiding agents in delivering quicker, using shortcuts, and more accurate client support.

#### Accedo Technologies / Supervisor & Medical Billing Assistant

Jan 2020 - May 2021

Began as a Bilingual Agent assisting with healthcare appointments, handling 70+ calls daily. Promoted to Supervisor, leading a small team and ensuring service quality. Managed patient portals and records with confidentiality following HIPAA regulations. Transferred to Medical Billing and gained experience with billing, EOBs, and insurance modifiers.

### SKILLS

- HTML, CSS, and JavaScript
- Microsoft Office (Word, Excel, Outlook)
- Multitasking & Time Management
- Supervisory Experience & Team Training
- Medical Billing, Scheduling & HIPAA
- Zendesk, Slack, Ticket Management & Troubleshooting
- Bilingual: English & Spanish
- Typing Speed: 60 WPM
- Git/GitHub