

Mikhail "Misha" Milovidov
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EDUCATION

Brigham Young University

Bachelor of Science, Information Systems

Apr 2018

Provo, UT

- GPA 3.54
- Member: Association for Information Systems, BYU Developers Club
- Specialized Coursework: Programming in C++, Git Basics, Building Websites with PHP, SEO Basics

EXPERIENCE

doTERRA International, LLC.

Web Developer, Work Force Manager

Feb 2015 - Present

Pleasant Grove, UT

- Maintain and improve 25 corporate websites by leveraging skills in PHP, SQL, AngularJS, and HTML/CSS
- Implement an enterprise-level content management system in 16 countries by performing initial user tests and training other employees
- Examined six years of data to accurately forecast scheduling needs for an 800-employee call center
- Created an interactive dashboard in MS Excel utilized by 10 managers to analyze department performance

HomeBase AMC

Website Maintenance Specialist

Apr 2016 - Present

Provo, UT

- Maintain an order-management website for home appraisals using Codeignitor and Laravel development frameworks by responding to feedback from 20+ administrative users

Missionary Mailbag

Customer Support Agent, QA Specialist, Marketing Intern

Aug 2015 - Present

Lehi, UT

- Improved customer satisfaction by having a chat satisfaction score of 100% positive and increasing email response time by 100%
- Performed quality assurance on company website by identifying and resolving several application issues
- Established company strategy in order to acquire 20 new business-to-business relations

Brigham Young University

Lab and Kiosk Technician, Lab Shift Supervisor

Aug 2014 - Aug 2015

Provo, UT

- Trained new hires on Active Directory and Group Policy Management as the team grew from one member to five in two weeks
- Worked with more than 20 university departments to resolve problems in computer labs and printing kiosks
- Administered training and guidance for over 30 lab attendants in four different open access computer labs

LDS Church

Spanish-Speaking Volunteer Representative

Jul 2012 - Jul 2014

Portland, Oregon

- Provided service and taught Christian principles to Latino families
- Motivated, supervised, and trained 80 other volunteers in teaching, communication, and leadership skills
- Contributed to a 100% increase in teaching and service productivity in multiple areas

SKILLS & ACHIEVEMENTS

- Proficient in VBA, PHP, C++, HTML, CSS, WordPress, SQL, Git, Microsoft Office Suite
- Experience with SEO, JavaScript, AngularJS, Active Directory, Group Policy Management, Photoshop
- Fluent Spanish
- Eagle Scout
- International Baccalaureate Graduate—Pueblo East High School, Pueblo, CO
- Enjoy basketball, football, soccer, skiing, yoga, and being outdoors