

# Michael Becerril

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## EXPERIENCE

### Avalara

Seattle, WA

Customer Success Specialist

Oct 2022 – Present

- Maintain assigned boarding and churn management queues to proactively help customers board and stay connected to the DAVO sales tax system.
- Escalate problems or difficult sales tax return issues to the Onboarding Manager or Filing Manager for assistance.
- Solve over 200+ tickets/month using HubSpot and becoming the 2<sup>nd</sup> highest closer of tickets in a team of 5.

### Boatsetter

Seattle, WA

Customer Success Intern

March 2022 – Sept 2022

- Educated and empowered boat owners and captains on best practices for increasing numbers of bookings and customer satisfaction.
- Communicate clearly and precisely with customers in written and verbal form and maintained time and accurate records using Zendesk and Aircall.

### Shima Sushi Restaurant

Aguadilla, PR

Social Media Manager

March 2021 – March 2022

- Created content for all major social media platforms including Instagram, Facebook, and TikTok.
- Increased Covalente 107's website visits by +250% for the month of June 2021 with Google My Business SEO strategy.

### Pollo Tropical

Miami, FL

Media Training Specialist

August 2018 – August 2020

- Developed training manuals, video tutorials, using Adobe Photoshop, Premiere Pro, videography, and photography skills train and improve food preparation, cooking, and plating procedures for restaurant team members.
- Designed and updated the internal training site for ease of use utilizing Illustrator and Word.

## EDUCATION

### University of Miami

Miami, FL

Bachelors of Business Administration

Graduation Date: May 2018

Marketing

## PROJECTS

### [Michael Becerril Portfolio](#)

2022

- Designed and developed a one-page application using React JS
- Link: <https://vigilant-boyd-b888e8.netlify.app/#>

### [Shima Sushi Restaurant](#)

2022

- Designed and developed a one-page application using HTML/CSS and JavaScript
- Link: <https://62c8bcf5a47f3b16eda13af0--iridescent-cannoli-dd3c0b.netlify.app/>

## SKILLS: SOFTWARE & INTERPERSONAL

**Software:** Salesforce, HubSpot, Microsoft Aircall, Zendesk, Adobe Photoshop, Adobe Illustrator, Figma, Final Cut Pro, Adobe Premiere Pro, Visual Studio Code

**Interpersonal:** Negotiation, Cold calling, communication, time-management, persuasion