

# Michael Luevanos

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## EXPERIENCE

### Carroll Guido Groffman Cohen Bar & Karalian, LLP

*February 2020 - Present*

#### Office Assistant

- Scan and e-file or distribute documents related to music licensing, distribution and copyrights including royalty payments from Collective Management Organizations such as ASCAP, Music Reports and Warner Music Group for prestigious boutique music law firm.
- Utilize Excel to input and verify data for Office Administrator based on reporting requirements.
- Complete office tasks on an as-needed basis: computer setup, outgoing FedEx/Messenger/USPS packages, order office supplies, etc.

### Valorecare

*May 2020 - July 2020*

#### Full Stack Developer

- Collaborated with a team of 15 developers using Git for version control/branch management to create a MVP for a gig-economy web based application.
- Developed a relational database using Microsoft SQL Server and wrote queries for relevant CRUD operations.
- Created RESTful API's for a feature associated with different user roles in C# using .Net framework.
- Implemented Formik and Yup libraries for form structure and input validation in React.
- Provided feedback during daily code reviews and QA testing utilizing Postman and Chrome Dev tools.

### Headspace

*January 2018 - October 2019*

#### Customer Experience Project Manager: Quality Assurance

- Established quality assurance processes and reporting standards for the Customer Experience team, resulting in a 96% Customer Satisfaction Rating.
- Collaborated with Partnership, Sales and other internal stakeholders to increase campaign enrollment by a 5% average by proactively identifying pain points and creating efficient user flows.
- Provided management team with monthly reports on productivity and quality, ensuring requisite standards were met.
- Maintained go-to-market strategies for large promotions collaborating with Finance, Product, Dev-Ops, PR, Marketing and Creative to manage deadlines and balance resources.
- Analyzed data (solved requests, first response time, request type) year-over-year to reduce overtime costs by 10% through automation and workflow enhancements utilizing Zendesk.

### Headspace

*July 2015 - January 2018*

#### Product Support Specialist

- Partnered with Engineering and Product to develop standard operating procedures that gathered user data on bugs that expedited fixes using Jira and Google Sheets.
- Participated in daily Agile standups to provide UX insights to Churn and Growth squads during the development and updating of product features. Overall, contributed to a subscriber base growth of 1 million+.

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## EDUCATION

### California State University, Los Angeles

*December 2012*

- Bachelor of Arts in Communications, *cum laude*

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## SKILLS & INTERESTS

- **Skills:** ADO.Net; Ajax/Axios; ASP.Net; Bootstrap 4; Box; C#; Chrome Dev Tools; CSS3; Git; HTML5; Javascript; Jira; jQuery; .Net Core; Postman Rest Client; React; Scrum/Agile methodologies; SQL Server; SQL Server Management Studio; TFS; Trello; T-SQL; Visual Studio; VS Code; Zendesk
- **Interests:** Music; cooking; movies; my dog Bennie; current events; yoga; meditating; travel; swimming; volunteering