


# MICHAEL RIHANI

PROGRAM MANAGEMENT

MR

## LINKS

 facebook.com/michaelrihani  
 linkedin.com/in/michaelrihani  
 quora.com/michael-rihani

## CONTACT

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## EXPERIENCE

### Apple

2016 - Present

- **Senior Engineering Program Manager - Apple Pay**  
Changing the landscape of payments through innovation enabling customers to pay with their mobile devices in a simple, private, and secure way.

### Tilt (acquired by Airbnb)

2014 - 2016

- **Global Head of Customer Happiness**  
Led a global support team that delivered happiness to customers in multiple languages, nine countries, and 13 time zones. Proactively made fraudsters unhappy by safeguarding millions of transactions on the platform and preventing chargebacks, money laundering, and identity theft.

### Koofers

2006 - 2014

- **Co-founder, Board Member, and Chief Product Officer**  
Raised \$6MM+ in VC, grew to over 15 employees, and became the second largest social network behind Facebook on many college campuses with 1MM+ MAUs. Designed and launched multiple products. Generated 125MM+ data points from 500+ universities. Leveraged web scraping, data mining, and ETL processes to gather, parse, and standardize information.

### Sprint Nextel

2006 - 2007

- **Network Operations Analyst**  
Centralized and analyzed telecom data from various internal network tools and web services.

### Symantec

2005 - 2006

- **Software Quality Assurance (QA)**  
Created and executed test cases across Windows NT and UNIX (Linux/Solaris) environments.

### WebBrainiacs Web Design

2000 - 2006

- **Founder & Lead Developer**  
Developed over a dozen websites using HTML, CSS, JavaScript, PHP, SQL, Perl, and ASP.

## EDUCATION

### Georgia Tech

2017 - Present

- **MS in Computer Science**  
Specializing in Computing Systems and Software Development.

### Stanford

2014 - 2015

- **Software Security Foundation Course**  
Studied cryptography algorithms and protocols, mobile and web security, and data integrity.

### Virginia Tech

2004 - 2008

- **BS in Business Information Technology**  
Minored in Psychology; Placed on the Dean's Honors List.

## AWARDS

### RBTC Entrepreneur of the Year

2014

### Top 30 Entrepreneurs Under 40

2011




### World Future Society Speaker

2009

### Facebook Fund Winner

2008

## EXPERTISE

Agile Methodologies   
Mobile Payments   
Customer Support   
HTML, CSS, PHP, SQL   
Swift, Java, C++ 