Gilbert Gutierrez

Quality & Operations / Systems Professional

EXECUTIVE SUMMARY

I am a results-driven technical professional with hands-on experience in technical support operations, quality validation, system verification, and client-facing problem resolution. My background spans multi-area support coverage, process improvement, and cross-functional collaboration, allowing me to contribute beyond execution-level tasks into operational and quality-focused roles.

I have handled multiple provinces and school partners simultaneously, ensuring system stability, proper utilization, and client retention even under resource constraints. I consistently apply a root-cause-driven approach, prioritizing long-term solutions over temporary fixes. This mindset led to initiatives such as hardware airflow optimization for kiosk systems, significantly reducing heat-related failures and restoring client confidence in critical ID system operations.

My performance resulted in a promotion to a Verifier (Supervisory) role, where I validated technical outputs, monitored operational quality, and ensured accuracy in reported resolutions. During staffing limitations, I independently managed remaining client accounts while maintaining positive outcomes and zero client loss. To support sustainability, I designed and implemented a standardized technical support training plan based on real operational challenges and conducted training and orientation sessions for both existing staff and new applicants.

In addition, I provided ad-hoc Quality Assurance support during urgent development cycles when no QA resource was available. This included functional validation, issue identification, and close coordination with developers to ensure stable releases—often completed outside regular working hours to meet critical deadlines.

I was also offered an opportunity to transition into a Product Owner role, reflecting trust in my system knowledge and decision-making. After careful self-assessment, I chose to defer the role to further strengthen my exposure to product workflows, QA processes, and operational execution—prioritizing readiness and long-term effectiveness over title progression.

I bring strong ownership, accountability, and professional judgment, with a focus on quality, clarity, and client impact. My goal is to continue growing in roles that bridge technical execution, quality assurance, and operational decision-making.

EXECUTIVE SNAPSHOT

Results-driven technical professional with experience in quality validation, system verification, and multi-area technical operations. Proven ability to resolve complex system and hardware issues, improve process reliability, and retain clients in high-pressure and resource-limited environments. Experienced in cross-functional collaboration, training development, and ad-hoc QA support during critical delivery timelines. Known for strong ownership, professional judgment, and a practical, long-term approach to system stability and operational quality.

CASE STUDY 1

ID SYSTEM Kiosk Fan
Airflow Optimization Project

Problem

Multiple partner schools reported frequent kiosk hardware failures caused by excessive heat and poor internal airflow, resulting in system downtime and declining client confidence. One school expressed intent to unsubscribe due to repeated unresolved issues.

Action Taken

- Assessed kiosk internal layout and identified airflow limitations

- Designed precise ventilation openings without compromising structure

- Selected and implemented proper intake and exhaust fan configuration

- Created an improved kiosk design focused on thermal management and long-term reliability

- Validated implementation and monitored performance post-installation

Result

- Significantly improved airflow and thermal stability

- Hardware-related issues reduced to near zero

- Client trust restored; planned system unsubscription was cancelled

- Design became a reference solution for similar issues

Impact

Demonstrated practical design thinking, technical problem-solving, and direct contribution to **client retention and system reliability**.

CASE STUDY 2

Area Performance Recovery & Support Leadership

Background

The technical support team consisted of six members handling different provinces. Most areas experienced negative performance and client loss, while areas under my responsibility maintained full system utilization and zero client loss.

Action Taken

- Applied hands-on support and proactive follow-ups

- Addressed root causes instead of temporary fixes

- Strengthened client relationships through consistent coordination

- Maintained structured reporting and performance tracking

Due to consistent results, I was promoted to **Verifier (Supervisor)**. After team resignations, I independently handled remaining schools while maintaining system stability and requested additional support for sustainability.

Leadership & Process Improvement

- Designed a **standardized technical support training plan**

- Conducted training and orientation for support staff and new applicants

- Established consistent support and quality standards

Result & Impact

- Zero client loss in assigned areas

- Stable system utilization despite limited resources

- Successful transition into supervisory and operational leadership

CASE STUDY 3:

Ad-hoc Quality Assurance Support During Resource Gap

Problem

Urgent development tasks required validation while no QA resource was available, risking unstable releases and client impact.

Action Taken

- Voluntarily assumed QA responsibilities outside regular working hours

- Conducted functional testing and system validation

- Identified issues prior to deployment

- Coordinated closely with developers to confirm fixes

Result & Impact

- Urgent releases completed without compromising stability

- Reduced risk of post-deployment issues

- Demonstrated reliability, adaptability, and quality ownership

CASE STUDY 4

Product Owner Role Offer & Professional Judgment

Context

Based on performance and system knowledge, I was offered an opportunity to transition into a **Product Owner role**.

Decision

After evaluating role requirements, I chose to defer the opportunity to gain deeper exposure to product workflows, stakeholder management, and roadmap ownership.

Impact

- Maintained strong trust within the organization

- Continued delivering high-impact work in QA and operations

- Demonstrated maturity, self-awareness, and long-term career judgment

SKILLS & TOOLS

Core Skills

- Quality Validation & Verification

- Systems & Process Analysis

- Incident & Root Cause Analysis

- Technical Operations & Support

- Training & Knowledge Transfer

Tools & Platforms

- School Management & ID Systems

- Ticketing & Issue Tracking Tools

- Google Workspace (Docs, Sheets, Drive)

- Microsoft Office (Word, Excel)

WORK VALUES & PRINCIPLES

- **Ownership & Accountability** – Taking responsibility from issue identification to resolution

- **Quality Over Shortcuts** – Prioritizing long-term stability over quick fixes

- **Practical Problem Solving** – Applying realistic, sustainable solutions

- **Continuous Learning & Self-Awareness** – Choosing readiness over premature role progression

- **Client Impact First** – Treating client systems as mission-critical

- **Professional Integrity** – Valuing honest work and earned results

NOTE

This portfolio reflects real-world experience, decisions, and outcomes. It represents my approach to quality, accountability, and operational excellence beyond job titles or formal credentials.