GILBERT GUTIERREZ

CONTACT

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🌐 https://gilbertnunu.github.io/portfolio

CORE EXPERTISE

➔ Quality Assurance & Validation

➔ Systems & Process Analysis

➔ Incident Management & Root Cause Resolution

➔ Technical Operations & Support

➔ Client & Stakeholder Management

➔ Hardware Reliability & Environment Optimization

➔ Training Development & Knowledge Transfer

➔ Ownership, Accountability & Decision-Making

SKILLS

Technical & Functional

- Functional QA & System Validation
- Incident & Root Cause Analysis
- Hardware & Software Troubleshooting

Operational & Process

- Process Improvement & Operational Analysis
- High-Volume, Multi-Client Support
- Documentation & Reporting Standards

Communication & Professional

- Client & Stakeholder Communication
- Cross-Functional Collaboration (QA, Dev, Ops)
- Ownership, Decision-Making & Accountability

PROFESSIONAL SUMMARY

Experience-driven technical professional with hands-on background in system verification, quality validation, and multi-area technical operations. Proven ability to resolve recurring system and hardware issues, improve operational reliability, and retain clients in high-pressure and resource-limited environments. Experienced in cross-functional collaboration with Development, QA, and Operations teams, training facilitation, and structured documentation. Strong focus on ownership, accuracy, and long-term system stability.

WORK EXPERIENCE

TECHNICAL SUPPORT VERIFIER (SUPERVISOR)

Pro-Solutions Technology Company (*January 2025 – January 2026*)

- Verified and validated the accuracy of field technical reports covering multiple schools across different provinces, ensuring reliable and consistent service delivery
- Ensured proper system implementation and confirmed that each client school received complete and effective training, contributing to fewer repeat support requests
- Collaborated closely with Development and QA teams to validate fixes and prevent high-frequency recurring system and deployment issues
- Supervised daily technical support operations handling high-volume client concerns and escalations, maintaining resolution quality and turnaround standards
- Conducted onboarding, coaching, and continuous performance guidance for technical support staff, resulting in improved consistency and support quality
- Coordinated directly with school administrators to validate completed services and collect structured feedback, helping restore and maintain client trust
- Maintained quality standards in documentation, verification reports, and system deployment processes for high-usage school environments.

TECHNICAL SUPPORT SPECIALIST

Pro-Solutions Technology Company (*May 2024 – December 2024*)

- Delivered onsite and remote technical support to multiple school clients, managing daily high-volume requests across different locations
- Installed, configured, and maintained school management and ID systems, supporting improved system utilization in active school operations
- Conducted system training sessions for teachers, staff, and administrators, helping reduce recurring user-related issues
- Resolved client concerns via phone, email, and onsite visits in a fast-paced, high-demand support environment
- Performed initial hardware and software troubleshooting to minimize downtime and maintain operational continuity
- Ensured accurate encoding and validation of high-volume student records and institutional data, reducing data-related issues

TOOLS & PLATFORMS

QA & Ticketing

Jira, HubSpot, Trello, GitHub, Zendesk

QA (familiar), Maestro QA (familiar)

Analytics & Reporting

Google Sheets (advanced formulas, pivot tables), Excel Reporting, Data Studio (basic)

Operating Systems & Development

Windows, Linux, PowerShell, PostgreSQL (basic), Python (basic for data exploration)

Design & Media

Canva, Adobe Photoshop, Adobe Premiere, Figma

REPORTING & DOCUMENTATION

- Incident Reports & Resolution Summaries
- Accomplishment Reports
- Verification Checklists
- Process & Training Documentation

CERTIFICATION

CLAIRVOYANCE

- Call Center Agent Training
- Teaching Language as a Secondary Language Training

EDUCATION

SAN MARTIN HIGH SCHOOL

Highschool
2010-2014

SAN MARTIN BBC SCHOOL

Elementary
2004-2010

DATA ANALYST / QA / DATA ENTRY
Self-Employed / Freelance (*February 2022 - May 2024*)

- Maintained and updated large datasets, ensuring data accuracy, completeness, and consistency
- Reviewed high-volume records for errors and inconsistencies prior to submission, helping prevent rework and corrections
- Applied quality checks across multiple data batches to ensure outputs met required standards
- Organized and managed metadata to improve data accessibility and usability

CYBERCAFE ATTENDANT / ADMIN
SirShakes Internet Cafe (*May 2013 – December 2017*)

- Provided frontline technical assistance in a high-traffic, high-volume environment
- Troubleshot operating system, hardware, and application issues under continuous daily demand
- Supported multiple users with encoding, printing, downloading, and general computer services

FREELANCE GADGET REPAIR TECHNICIAN
Freelance/Self-Employed (*2016 - Present*)

- Diagnosed and repaired multiple devices on a regular basis, including computers, laptops, and mobile phones
- Replaced, upgraded, and installed hardware components to restore or improve device performance
- Installed operating systems and essential application software for client-owned devices