

# Gloria Gutierrez Quintero

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## Proficiencies

- ♦ Java (IntelliJ, BlueJ)
- ♦ SQL (MS SQL Server Management Studio 17)
- ♦ PHP / CSS / HTML (Eclipse)
- ♦ C++ / C# (Visual Studio 2017)
- ♦ Software Development Life Cycle
- ♦ Technical Documentation
- ♦ MS Access, Excel, Visio, SharePoint
- ♦ Team Building and Mentoring
- ♦ Bilingual Verbal and Written English/Spanish
- ♦ Project and Time Management

## Projects

### Self-Study

May 2018 - Present

- ♦ Python (IDLE)
- ♦ Linux Server/BASH (CentOS/VirtualBox)

### Web Application Testing - LEAN UHT Project UnitedHealth Group

September 2017  
Minnetonka, MN

- ♦ Tested the front end web application LEAN which is designed to assist sales agents take over-the-phone applications; reviewed its features and capabilities and addressed any errors/bugs found with the project manager. This information would be passed on to the developer team to address them.
- ♦ Tested its Spanish counterpart and recommended fixes and improvements.

### Job Shadowing - Application Development Team UnitedHealth Group

March 2017 – August 2017  
Minnetonka, MN

- ♦ Job shadowed the Application Development team (SPOT) in the Minnetonka site learning about ETLs, the application development life cycle (ADLC) and querying and pulling data from internal databases using MS SQL.
- ♦ Participated in meetings and discussions about GUI design for a front end web application created to log and display Medicare sales events.

## Work Experience

### Bilingual Quality Review Specialist UnitedHealth Group

November 2015 – November 2017  
Minnetonka, MN

- ♦ Vital Signs Focus Group as a collaborator gathering team feedback, developing action plans, and presenting them to management.

- ♦ Member of planning committee that created and rolled out new evaluation guidelines for one of our internal clients.
  - ♦ Mentor and subject matter resource for new hires into the organization.
- ♦ Monitor Telesales agents and Community & State representatives for compliance with established processes, policies and following CMS guidelines
- ♦ Evaluated bilingual sales agents' calls for compliance following government and company policies
- ♦ Provide feedback and coaching to agents and representatives based on evaluation results
- ♦ Analyze information and utilize to build recommendations to reduce errors and improve process performance
- ♦ Create and maintain tracking reports in relation to performance

**Senior Service Advocate  
Farmers Insurance**

**June 2012 – September 2015  
Lake Mary, FL**

- ♦ Oversaw the collection of team metrics for distribution and review
- ♦ Served on committee to address the Service Team's technology issues
- ♦ Participated in a project tasked with streamlining Underwriting processes
- ♦ Responds to customer inquiries through appropriate mediums. Provides an excellent customer experience by ensuring that policy transactions are issued and changes are processed accurately and in a timely manner.
- ♦ Objectively validates information provided for New Business, Endorsements and Renewal transactions within defined scope of discretion.
- ♦ Develops effective working relationships with assigned agent groups. Includes correspondence, phone calls and e-mail to gather and analyze necessary information critical to the underwriting function.
- ♦ Limited authority to provide subjective guidance on acceptability, eligibility classification and proper pricing based on assigned products and authority levels.
- ♦ Computes rates and premiums (including premium refunds) and selects the appropriate declarations, coverage forms, exclusions and option coverage in order to complete a policy.
- ♦ Prepares invoices, tracking and checking for account status and premium dollars in the Commercial Accounts and/or billing systems. Computes commissions when necessary.

**Telecommunicator  
Volusia County Sheriff's Office**

**October 2011 – April 2012  
Daytona Beach, FL**

- ♦ Receives calls for service varying in a routine or emergency nature and follows prescribed procedures in the handling of the calls.
- ♦ Analyze conversations and deduce key factors based on limited information such as location, occurrence, ETA, prioritization, consistency and veracity.
- ♦ Dispatch proper units and resources based on situation and urgency.
- ♦ Mediate and advise distressed parties in emergency situations until unit(s) arrive on scene.
- ♦ Operates a telephone console having several trunk lines, extensions and routes information through the proper channels.
- ♦ Operates a teletype machine, computer terminal, radio consoles, and other allied field communications equipment.
- ♦ Prepares required reports forms covering all outgoing calls, incoming calls and messages.

**Certifications**

**Professional Development Certificate**

**2017 - Application programming**

## Recognitions

<b>Bravo! Opal Recognition</b>	UnitedHealth Group	08/2017
<b>Bravo! Diamond Recognition</b>	UnitedHealth Group	08/2017
<b>Bravo! Diamond Recognition</b>	UnitedHealth Group	04/2017
<b>Quality Kudos Recognition Program</b>	UnitedHealth Group	08/2017
<b>Quality Kudos Recognition Program</b>	UnitedHealth Group	02/2017
<b>Top 10 Spot</b>	Farmers Insurance	2013 to 2014
<b>100/100 Club</b>	Farmers Insurance	2013 to 2014

## Education

<b>Associate of Science</b> Computer Science	<b>North Hennepin Community College</b> Brooklyn Park, MN	<b>Graduation: May 2018</b> GPA: 4.0
<b>Associate of Arts</b> Psychology	<b>Seminole State College of Florida</b> Sanford, FL	<b>Graduation: May 2008</b> GPA: 3.1

## References

<b>Wendy Lambert</b> Professional	Contact Center Quality Manager <b>UnitedHealth Group</b>	 wendy_l_lambert@uhc.com
<b>Debbie Rampersad</b> Professional	Customer Service Supervisor <b>Farmers Insurance</b>	 debbie.gomez@21st.com
<b>Naushad Kasu</b> Personal	Sr. IT Security Consultant <b>RSA</b>	 naushad.kasu@rsa.com
<b>Sarah Matthew</b> Personal	Mortgage Loan Processing Coordinator <b>Fairwinds Credit Union</b>	 smatthew@fairwinds.org