NICOLE GUTIERREZ

nicolea.gtz@gmail.com • 928.318.4700 • www.linkedin.com/in/nicoleagtz

EDUCATION

B.S. Computer Science (Software Engineering)   Ira A. Fulton Schools of Engineering, Arizona State University, Tempe

SKILLS

- **Infrastructure**: Kubernetes, AWS, CI/CD Pipelines, Vault
- **AI / Automation:** OpenAI APIs (Chat Completions, Responses API, Agents, Function Calling), Multi-Agent Systems
- **Programming Languages:** Python, Typescript/JavaScript, SQL, C++, Java, Go
- **Tools**: PostgreSQL, Snowflake, Jira, Redis, GitHub, DataDog, Excel, Word, Excel.
- **Site Reliability Engineering (SRE):** Incident Response, Monitoring, Distributed Systems, App Cloud Migrations
- **Frontend**: React, Vite

WORK EXPERIENCE

Software Engineer Analyst - SRE- Pacific Investment Management Company (PIMCO), Newport Beach, CA   **Aug 2023 - Present**

Multi-Agent Platform
- Designed and delivered core components of PIMCO's internal mcp ecosystem agent platform, including the ServiceNow MCP modeled after Snowflake-style semantic search structure for consistent table execution. Built other MCP integrations: Slack, PagerDuty, and Confluence, enabling AI agents to automate cross-system workflows and retrieve/write operational data.
- Supported multiple engineering teams onboarding to the agent platform, advising on agent model setup, and MCP tools.
- Developed agent-to-agent execution logic enabling tools-as-agents handoff pattern. (Designed by a senior engineer. Owned the connection logic and interoperability layer.)

AI Platform Metrics and SRE Automation
- Helped on Gantt-style visualization system for Autosys job-cycle execution across trading systems, improving observability into execution timing, dependencies, and failures (Python, React).
- Developed a scalable AI analytics web page tracking agent usage, latency, adoption, success rates, token consumption per user, and model performance, including database design, CRUD services, and production-grade dashboards (PostgreSQL, Python, React).

Cloud Migration and Reliability
- Had team responsibility for migrations from PaaS to EKS, Vault secret rotations, and remediation of security findings (Armor Code, container risks, secret rotation gaps).
- Delivered a dependency-mapping Datadog to Snow integration using Datadog, Terraform for CI/CD deployment jobs, and ServiceNow APMs.

Internal Tools and Slack Automation
- Delivered a Slack change-management reminder system that automated weekend deployment and request notifications for more than 5 engineering teams.
- Created Slack automations for Jira ticketing, LDAP/Oracle DB account unlocks, current PagerDuty team schedules, and Bloomberg pricing queries using AI tools calls.

Software Engineer Intern, Pacific Investment Management Company (PIMCO), Newport Beach, CA - Python, Java   **Jun 2022 - Aug 2022**
- Built Slack commands on an existing Slack bot using regex to retrieve ServiceNow table data (Database owners and service accounts)
- Owned the migration of my team's application from on-prem to a PaaS environment, collaborating with the platform team for infrastructure and deployment support.

Lead Community Assistant, ASU Ira A. Fulton Schools of Engineering, Tempe, AZ   **Aug 2021 - Jan 2022**
- Developed and conducted programs on personal development, relationships, diversity, and academic performance.

PROJECTS

Developer, Northrop Grumman, Antares Launch Vehicle Ground Fuel Demo, Python   **Aug 2022 - May 2023**
- Collaborating with a team of three to create a model rocket simulator and a demographical interface for Antares rocket's fuel systems and flight computers. Created GUI interface using python and displaying telemetry data.

EXTRACURRICULARS

Webmaster and Social Media Director, Society of Hispanic Professional Engineers   **Aug 2019 - May 2020**
- Develop social media care strategies to increase SHPE network growth. Oversee social media engagement.

Academic Director, Society of Hispanic Professional Engineers   **Aug 2019 - Apr 2021**
- Designed and led academic workshops by researching scholarships, internships, and academic resources and transforming them into structured study sessions, while having a collaborative learning environment through organized study groups and resource-sharing initiatives.

Team Collaborator, Hackathon Call for Code   **Nov 2020 - Dec 2020**
- Collaborate with a team of three to build a calendar bot using Python on Slack. This bot analyzed all the coursework of college students and reminded them of the classes and assignments.