

NICOLE GUTIERREZ

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EDUCATION

B.S. Computer Science (Software Engineering)

Ira A. Fulton Schools of Engineering, Arizona State University, Tempe

SKILLS

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

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, Komodor, 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

- Built a Gantt-style visualization system for Autosys job-cycle execution across trading systems, improving observability into execution timing, dependencies, and failures (Python, React).
- Built on an existing Incident Response Agent using function calling to summarize Slack threads, generate incident reports, and create ServiceNow tickets automatically.
- 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

- Led team responsibility for migrations from on-prem to PaaS, PaaS to EKS, Vault secret rotations, and remediation of security findings (Armor Code, container risks, secret rotation gaps).
- Built 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.