

ALTHEA GUTIERREZ

CONTACT DETAILS

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EDUCATION

Bachelor of Science in
Information Technology
University of the Cordilleras -
2019

SOFT SKILLS

- Report Generation and Consolidation
- Project Coordination – Planning, Organization and Events Management
- Finance and bookkeeping
- Teamwork/Collaboration
- Knowledge Management
- Motivated, Organized and details oriented with focus on quality
- Customer service driven
- Flexible and can easily adapt

TECHNICAL

- Office 365 – Microsoft
- Oracle Customer Care and Billing (CC&B)
- Oracle Utilities Application Framework
- PL/SQL, Oracle SQL Developer
- Basic HTML, HTML5, CSS, Java
- Adobe Photoshop and Image Editing

WORK EXPERIENCE

ASSOCIATE SOFTWARE ENGINEER ACCENTURE – Development Support Team Jun 2021 – Nov 2022

- ❑ Customer, Care & Billing (CC&B) Application Support.
- ❑ Troubleshooting and performing necessary data repair to resolve system issues.
- ❑ Configure and deploy applications to meet business process and application requirements.
- ❑ Strategize and implement automation tools and software to efficiently & effectively manage operations.
- ❑ Daily monitoring of CMS and PBS Applications to secure it is up and running.
- ❑ Ensure PBS server has no duplicate bills for the customers with PBS Accounts.
- ❑ Work closely with Business Excellence Partner and Operations to understand features that are being implemented as part of releases to build and implement effective automation initiatives.
- ❑ Perform required entitlement studies, process sweeping, and UAT activities to ensure the quality of each tool deployment.
- ❑ Time-based touchpoint with the Business Excellence and Operations Teams for weekly updates and monitoring of developed tools' progress.

PERSONAL ASSISTANT May 2019 – Nov 2022

- ❑ Responsible for managing, reconciling, and reporting client's finances, and bank transactions.
- ❑ Handling property management: paying tax, collecting rents, processing land transfers and other documentations.
- ❑ Managing inventory, sourcing and procuring home and work supplies, equipment, and essential needs.
- ❑ Responsible for scheduling medical appointments as needed and securing medical supplies.
- ❑ Organizing and coordinating events, deals, and meetings for the clients.

OFFICE STAFF OFFICE OF THE MAYOR - LGU Media Team Aug 2017 - Jul 2018

- ❑ Assistant to the Municipal Mayor's consultant.
- ❑ Designing the storyline and content creation of the souvenir book.
- ❑ Prepare catalogs for accomplishment reports; edit images, layout, and content for the souvenir programs.
- ❑ Proofreading the content of the souvenir book before the final release.
- ❑ Proofreading the speeches and other documents before handing them over to the mayor.
- ❑ Collecting and organizing departments' monthly reports.
- ❑ Handle and organize municipal events and projects.
- ❑ Manage operation & logistic arrangements while coordinating with suppliers.