

# Vinette D. Gutierrez

Full Stack Web Development |Technology

## CONTACT



699 John St. #213  
Seattle, WA 98109



650-438-6853



vinette.gutierrez@gmail.com

## PROFILE

Full stack web developer with 5 years of experience in operations based roles in tech companies seeking full time employment on a technical team.. University of Washington Bootcamp graduate with skill in HTML5, CSS3, JavaScript, jQuery, Express.js, React.js, Node.js, progressive web apps, agile methodology, computer science, database theory, MongoDB, MySQL, Git.

## EXPERIENCE

**CUSTOMER SUCCESS MANAGER** • MAR 2021 - PRESENT

**GETINSPECTIFY.COM** [SEATTLE, WA]

- **Client management** - Maintains positive relationships between home sellers and inspectors through multiple CRM tools (Front, Slack, OpenPhone, Web App)
- **Customer Success** - Delights customers with high quality customer support before, during and after inspections.
- **Documentation** - Creates and documents team strategies and workflows, while providing feedback to team on areas of improvement

**Customer Success Advocate II/Application Guide**• MAR 2020- MAR 2021

**Boundless Immigration**

[SEATTLE,WA]

- **Analysis** - Collected and analyzed sensitive customer documents in order to guide customers through the creation of marriage based green card petitions (AOS, RoC, CPI) that meets USCIS standards.
- **Point of Contact**- Primary touchpoint between immigration attorneys, staff and customers through multiple communication channels Email: Front, Phone: Aircall, Internal Comm: Trello, Slack, Boundless Admin)
- **Case Management** -Managed individual case pipeline of 30 customers, meeting SLAs, while working on Customer Success optimization projects in collaboration with team mates

**Business Operations - Quality Assurance/JIRA** • APR 2018 - MAR 2020

**Rover.com** [SEATTLE,WA]

- **Auditing** - Audited CX tickets and communicated results in order to help drive continuous improvement
- **Standard Operating Process** - Constructed and updated internal SOP's to improve work quality and frontline effectiveness. Maintained up to date knowledge of support standards, goals, expectations and procedures
- **Customer Retention Effort** - Successfully led and organized customer retention efforts retaining 15% of top platform users
- **JIRA proofing** - Documented and improved reported website issues/bugs with technical and engineering teams. Provided feedback to support teams on how to deliver technical information to customers in a digestible and delightful manner

**Customer Support Coordinator** • OCT 2015 - AUG 2018

**Giftcard Zen/RetailMeNot.com** [PHOENIX,AZ]

- **Customer Support** - Provided excellent customer support through company email, phone and social media accounts
- **Fraud Analysis** - Oversaw company fraud issues including chargeback disputes and user compliance
- **Diversity & Inclusion** -Participated and contributed in employee resource groups promoting minorities and women in tech careers

## EDUCATION

**CERTIFICATE- MAR 2021**

**UNIVERSITY OF WASHINGTON - SEATTLE, WA**

FULL STACK WEB DEVELOPMENT CODING BOOTCAMP

**BACHELOR OF FINE ARTS, DEC 2013**

**ACADEMY OF ART UNIVERSITY - SAN FRANCISCO, CA**

SOUND DESIGN, MUSIC FOR VISUAL MEDIA

## SKILLS

- **WEB DEVELOPMENT**
- **CUSTOMER SUCCESS**
- **AUDIO TECHNOLOGY**
- **QUALITY ASSURANCE**
- **ADAPTABLE**
- **QUICK LEARNER**