

Vinette Gutierrez

Vinette Danielle Gutierrez
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Experience

Inspectify.com - Customer Success Manager

March 2021 - PRESENT, Seattle, WA

- Maintains positive relationships between home sellers and inspectors through multiple CRM tools (Front, Slack, OpenPhone, Inspectify Web App)
- Provides support to home inspectors prior to, during and after inspections
- Documents and improves team strategies and workflows, while providing feedback to team on areas of improvement

Boundless Immigration - Operations -Customer Success Advocate II/Application Guide

MARCH 2020 - March 2021, Seattle, WA

- Primary touchpoint between immigration attorneys, staff and customers through multiple communication channels (Email: Front, Phone: Aircall, Internal Comm: Trello, Slack, Boundless Admin)
- Analyzed documents in order to guide customers through creation of marriage based green card petitions (AOS, RoC, CP1) that meet USCIS standards
- Managed individual case pipeline of 30 customers, meeting SLAs, while working on Customer Success optimization projects in collaboration with team mates

Rover.com - Business Operations - Quality Assurance/ JIRA Proofing

APRIL 2019 - MARCH 2020, Seattle, WA

- Audited CX tickets and communicated results in order to help drive continuous improvement
- Created and managed documentation of team standards, best practices, metrics and goals
- 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
- Organized customer retention efforts, communicating cross functionally with key teams

Rover.com - Customer Experience Agent II, High Value Sitter Team

AUGUST 2018- APRIL 2019, Seattle, WA

- Handled customer inquiries in email, phone, text and social media support
- Maintained up to date knowledge of support standards, goals, expectations and procedures
- Researched and troubleshooted customer issues using company provided resources

Giftcard Zen/RetailMeNot- Customer Support Coordinator (Gift Cards & Cash Back)

OCTOBER 2015-AUGUST 2018, Phoenix, Arizona

- Provided excellent customer support through company email, phone and social media accounts
- Oversaw company fraud issues including chargeback disputes and user compliance
- Participated in employee resource groups promoting minorities and women in tech careers

Education

University of Washington - Continuing Professional Education -Coding Boot Camp

MARCH 2021 - SEPTEMBER 2021 , Seattle WA

Full stack web development:HTML5, CSS3, JavaScript, jQuery, Express.js, React.js, Node.js, progressive web apps, agile methodology, computer science, database theory, MongoDB, MySQL, Git

Academy Of Art University- Bachelor of Fine Arts, Sound Design

AUGUST 2009- DECEMBER 2013, San Francisco, CA

Audio recording, audio editing, audio technology, post production sound, mixing, mastering

Primary Software Used:

- Video & Audio: Avid ProTools/ Editing Suite, Final Cut Pro, Logic, Adobe Audition
- Systems: Windows 10, macOS, MS Office (Word, Excel, Powerpoint, Outlook)

Yoga Alliance/Yoga To The People- 200 Hour Yoga Teacher Training

JULY 2014- SEPTEMBER 2014, Tempe, AZ