

# BRYAN GUTIERREZ

BUSINESS ANALYST- SR. KNOWLEDGE MANAGER- QUALITY ANALYST

## CONTACT INFORMATION:

+52 5534005767

bryan.gutie@hotmail.com

I have over 13 years of experience in the IT industry, working in various roles such as Business Analyst, Knowledge Management Engineer, Quality Assurance Lead, Product Trainer, SME, Supervisor, Confluence Administrator, Remote Troubleshooting and Customer Service Agent, Security System Specialist, Legal Consulting Advisor, and Data Reporting Analyst. As a lead in multiple projects, I have successfully motivated teams to achieve excellent results by creating action plans, developing training structures, implementing quality strategies, and providing work-frame solutions. I have exceptional communication, negotiation, and problem-solving skills, which I have utilized to handle different business products in the IT industry.

## CERTIFICATIONS AND SKILLS

- AGILE PROJECT MANAGEMENT
- ITIL- SCRUM- KCS FOUNDATIONS
- CONFLUENCE ADMINISTRATOR
- LANGUAGES: ENGLISH/SPANISH
- BASIC PORTUGUES
- MICROSOFT OFFICE SUITE

## EDUCATION:

Universidad  
Latinoamericana de Ciencia  
y Tecnología

2014-2016

Law in Career undergraduate

## EXPERIENCE

### Sr. Associate Knowledge Management/ Business Analyst- KPMG

2020-2024

I performed as Queue Manager and led the Technical Documentation assistance for internal clients with the standard documentation and cross-functional collaboration of technology, product, and consultancy teams(Confluence and service now). I developed a framework for documentation governance that increased productivity, visibility, and service metrics for the rest of the Knowledge Management team by 90% to 95%. This included managing the Knowledge-Centered Service strategy governance for internal service stakeholders and technology users, including developing and maintaining knowledge articles for internal and external audiences and SOP creation.

### Quality Lead Analyst \Trainer - CSS Corp

2014-2019

Quality Assurance Governance/ Trainer Lead and Customer Relationship Management. I had a team of 65 agents and another one of 20 individuals. My activities included data processing and reporting for projects and clients like Alarm.com, JustAnswer, and magicJack.

- Quality strategy and content management for internal and external communications. Managed article revision through Confluence and SharePoint.
- Requirement analysis, knowledge sources, acquisition, creation and/or elimination of knowledge-related resources, processes, and environments.
- Providing training sessions, and handover material, including the development and implementation of learning techniques, as well as custom improvement strategies
- Creation of action plans, New hire profile, and interview process.

### Settlement Supervisor and Agent Collector - Aegis

2011-2013 Level 1 Remote Tech Support. I led the queue monitoring for inbound channels, handling agent escalations, payroll, and Quality Assurance activities.