

Cynthia Gutierrez

15358 N County Rd 3340, Stratford, OK 74872
Tel: 469-556-8429 | Email: Cyncyn85@hotmail.com

Professional Experience

Project Coordinator/ Sales Support Rep

dbSpectra

2009- Present

Lewisville, TX

- Project Manager responsible for major \$150K accounts.
- Company liaison directly responsible for parts and supplies receiving, establish and manage customer expectations and projected timelines.
- Provide 'Return Material Authorization' (RMA) support to customers, which includes:
Responding to customer inquiries, verify documentation on assemblies, warranty or billable determinations, track repair cycles, and send repaired units back to customers.
- Coordinate Multi-site Projects: Acquire parts and materials for technicians, track system build outs, test and ship to installation locations.
- Coordinate Field Service Projects by responding to customer requests, ensure preparation of deployments, make travel arrangements for field service engineers, deploy equipment, parts and supplies, receive and verify final expense reports, and close sales orders.
- Maintain schedules and expense reports including coordination of customer spec requirements and manage production schedules; track shipments and project timelines; resolve staging and scheduling issues, provide weekly status reports.

Realtor

2014- 2016

- Obtained my Real Estate License and worked as a Residential Agent.

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Quality Control Manager

Tri-win

2008 -2009

Dallas, TX

- Developed, implemented and evaluated processes to ensure quality standards were met.
- Evaluated quality issues and conducted root-cause analysis.
- Promoted continuous process improvement and employee development within the quality department.
- Ensured proper and accurate calibration of testing equipment and processes.
- Performed and reviewed QC tests to ensure products met company and customer requirements.
- Established, reviewed and implemented QC department procedures.
- Oversaw the Release of Bulk materials and finished goods based on release specifications and test data.
- Supervised and delegated work to QC employees and ensured compliance with all regulations.
- Managed department's accounts receivables.

Customer Service Representative

Sprint Mail Data Tech

2007 – 2008

Ft. Worth, TX

- Provided outstanding customer service to ensure repeat business.
- Prepared all job orders for production.
- Created samples to send to the customers.
- Created proofs for customer orders and ordered all production materials from third party vendors.
- Ensured production stayed on track to meet customer deadlines.
- Used multiple computer applications to access information, process transactions and/or resolve Customer issues.
- Submitted customer invoices when projects were completed.
- Performed other duties as instructed by management.

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Account Coordinator

Tabs Direct

2004 –2007

Irving, TX

- Assigned and managed the *Rapp Collins* account (3 locations: East & West Coast as well as Local branch).
- Prepared all job orders for production.
- Created samples to send to the customers.
- Ensured production stayed on track to meet customer deadlines.
- Submitted customer invoices to the Accounting Department when order was complete.
- Performed other duties as instructed by management.

Education

Grand Prairie High School

Grand Prairie, TX

- *Student Council Member, Latin Club and Choir*

Accomplishments / Awards

- dbSpectra: Received the ‘Superior Customer Service’ Award in both 2011 and 2012
- dbSpectra: Received ‘Most Optimistic’ in 2013