

MICHAEL A. GUTIERREZ

CONTACT

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EDUCATION

B.A., Canterbury University,
Graphic Design
A.A., IADT, Graphic Design

SKILLS

Advertising
Basic C++ Coding
Bilingual (Spanish)
CMS
CRM
CSS
Detail Oriented
Digital Photography
Graphic Design
HTML
JavaScript
KYC
SEO
Social Media Marketing
Video Production
Web Development

SOFTWARE

Active Directory (ARS)
After Effects
Desksite
Dreamweaver
Excel
Google AdWords
Go to Assist
Illustrator
InDesign
InterAction
iManage (Desksite)
LexisNexis
Netdocs
Outlook
PeopleSoft
Photoshop
PowerPoint
Sitecore
Sublime
Survey Monkey
Word
WordPerfect
WordPress

EXPERIENCE

Raymond James Financial
Supervision Support Analyst

July 2018 to Present

- Maintain a high degree of customer service providing technical support and troubleshooting requests related to issues involving PCs, mobile devices, and software while adhering to all service management principles.
- Respond to requests for assistance in person, remotely, email, or over the phone in a timely manner, and with a sense of urgency as needed.
- Record and track all service requests using the firm's ticketing software.
- Maintain and utilize a knowledge base of solutions. Publish and update support documentation to assist staff with common questions relating to firm technologies.
- Inform management of recurring problems or trends.
- Provide on-demand training and walk users through the problem-solving process.
- Take ownership of issues brought to my attention. Follow-up on the status of issues and communicate progress in a timely manner.
- Minimize end user interaction and escalate support to other team members as necessary.
- Configure new accounts, hardware, and software as part of employee on-boarding process maintenance of existing ones.
- Assist with the firm's security awareness training assignments.
- Conduct system maintenance on a routine basis by applying software and hardware updates or forcing failed Group Policy updates via cmd.
- Provision new equipment by completing quality assurance checklists with accuracy to ensure end users are satisfied.
- Relocate users to new workstations, including moving and connecting assigned equipment.
- Create, modify, and disable Users Accounts and Groups in Active Directory.
- Design and maintain SharePoint websites.

nSource
Marketing Coordinator / Foley & Lardner LLP

June 2015 to June 2018
March 2018 to June 2018

- Monitor and respond to requests in an efficient manner.
- Assist with implementation of projects, programs, activities and processes to support marketing strategies.
- Format marketing materials to firm and brand standards.
- Assist event team with mailing lists; invitations; and materials.
- Development and management for client list (CRM).
- Generate bios, Statement of Qualifications, One Sheets and PowerPoint presentations for proposals.

nSource
Marketing Assistant / DLA Piper LLP

June 2015 to June 2018
June 2015 to March 2018

- Liaised between marketing managers and other departments to execute projects and meet deadlines in an effective manner.
- Monitored and respond to domestic and international ticket requests.
- Updated attorney web biographies using standard firm guidelines.
- Researched and compiled reports using internal & external databases.
- Maintained the firm's marketing collateral & experience deal databases.
- Trained & mentored new marketing assistants.
- Subject matter expert (SME) regarding the firm's collateral & web edits.
- Designed and implemented a FAQ database for the marketing team.
- Project managed large scope collateral edits.

Enlightening Tech & Designs
Graphic Designer / IT Consultant

May 2014 to April 2016

- Remote accessed & troubleshoot client's computer.
- Logged finding & taught clients the procedures to correct future issues.
- Designed logos, identity packages, invitations and websites.
- Created direct mailings.
- Shot, edited & rendered videos.
- Identified emerging communication trends and advised clients on appropriate platform and strategic implementation of digital marketing.

JPMorgan Chase
Finance Specialist

January 2014 to May 2014

- Reviewed customer accounts to assist with questions.
- Collected documents from customers to submit loan pre-qualification.
- Audited borrower's documents & cross checked them via online public & private databases (KYC).
- Utilized a Content Management System to record borrower's info.

Albertelli Law
Legal Assistant

August 2012 to September 2013

- Coordinated foreclosure hearings, conciliation conferences, trials, & misc. hearings with Judicial assistants & opposing counsels
- Documented activities & productivity in Perfect Practice