

Contact

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Top Skills

Project Management Office (PMO)  
Slack  
Freshteam

Languages

English (Native or Bilingual)  
Japanese (Elementary)  
Filipino (Native or Bilingual)

Certifications

ITIL® v3 Foundation Certificate in IT Service Management  
Capstone: Applying Project Management in the Real World  
Foundations of Project Management  
Google Project Management  
Project Planning: Putting It All Together

Honors-Awards

A-List Award - Maharlika

Oliver Gabutero

Project Management | PMO | Data Analysis | Executive Assistance | ITIL® v3  
Rizal, Calabarzon, Philippines

Summary

4 years of dedicated experience in data entry, 5 years of proven expertise in project management, and 4 years of effective supervision in order management, I offer a robust foundation perfectly tailored for roles in project management. My extensive tenure in project management has equipped me with the strategic acumen and leadership finesse necessary to drive successful project outcomes while ensuring seamless coordination between order management and project objectives. Additionally, my hands-on experience in data entry underscores my commitment to precision and accuracy, crucial elements in orchestrating project workflows. Leveraging my background in supervision, I adeptly foster team cohesion and performance optimization, thereby ensuring the smooth execution of projects within established timelines and quality standards.

Experience

Accenture

14 years 1 month

Program & Project Management Specialist

April 2024 - Present (11 months)

Philippines

Project Management Office (PMO)

Program Management

- Manage the hiring process by coordinating with recruiters and internal departments for both external and internal candidates.
- Oversee onboarding and offboarding (roll-on and roll-off processes), ensuring compliance with security policies and onboarding requirements.

Collaboration & Tracking

- Work with operations leaders to follow up on key tasks that drive operational efficiency.
- Monitor and track information security training completion, generating detailed compliance reports.

#### Procurement Management

- Handle procurement of essential equipment, including laptops, headsets, mice, keyboards, and HDMI cables.
- Ensure timely inventory tracking and order fulfillment to meet business needs.

#### Event Logistics Management

- Organize logistics for corporate events, meetings, and hybrid presentations.
- Manage food orders, event scheduling, and data collection for program reporting.
- Develop PowerPoint presentations, design certificates, and send calendar invites to secure stakeholder participation.
- Arrange and confirm equipment availability (microphones, speakers, Owl cameras) for hybrid events.

#### Communication & Engagement

- Publish internal mailers to keep employees informed about engagement activities, incentives, and corporate updates.

#### Reporting & Analysis

- Generate and publish progress reports on project status, compliance, and operational KPIs.
- Conduct data-driven analysis to identify operational gaps and recommend improvements.

#### Service Delivery Ops Team Lead

August 2022 - March 2024 (1 year 8 months)

Philippines

Project Management, Team Manager—VoIP Product Implementation

#### Team Leadership & Coaching

- Led and mentored two supervisors, overseeing 24 VoIP Order Project Managers handling VoIP implementations.
- Provide coaching, feedback, and training to enhance team performance and efficiency.
- Foster a culture of accountability, innovation, and continuous learning.

#### Workload Distribution & Resource Management

- Oversee workload distribution to ensure balanced assignments and efficiency.
- Monitor project pipelines and resource allocation, adjusting as needed to meet deadlines.
- Ensure projects align with business goals and are delivered on time and within scope.

#### Project Governance & Process Optimization

- Develop project management frameworks, KPIs, and SOPs to improve execution.
- Identify risks and process gaps, implementing Lean Six Sigma improvements.
- Collaborate with Activation Engineers, Solution Architects, Sales, and Customers for seamless execution.

#### Operational Maturity & Lean Six Sigma Compliance

- Conduct Operational Maturity Validation (OMV) presentations to assess team efficiency.
- Implement strategies for workflow optimization, waste reduction, and standardization.
- Ensure teams meet Lean Six Sigma quality benchmarks.

#### Executive Reporting, Client Communication & Stakeholder Engagement

- Prepare and present executive reports on project performance, risks, and key metrics.
- Conduct weekly meetings with internal teams and stakeholders to track progress.
- Call customers regularly to provide updates on project status, timelines, and resolutions.
- Lead client presentations, ensuring clear communication of VoIP implementation plans.
- Serve as the primary escalation point, ensuring swift resolution of project challenges.

#### Quality Assurance & Continuous Improvement

- Conduct QA reviews on project deliverables to maintain high standards.
- Analyze feedback and trends to refine methodologies.
- Drive continuous improvement initiatives for better service delivery.

#### Service Delivery Ops Senior Analyst

December 2019 - July 2022 (2 years 8 months)

NCR - National Capital Region, Philippines

### Project Management Supervisor – VoIP Product Implementation

#### Supervision & Leadership

- Lead, mentor, and provide guidance to VoIP Order Project Managers handling VoIP product implementation projects.
- Establish and monitor team performance metrics, ensuring adherence to project timelines, budgets, and quality standards.
- Foster a collaborative environment, promoting best practices in project management and VoIP technology deployment.
- Conduct regular check-ins, performance reviews, and training sessions to enhance team expertise.

#### Project Oversight & Strategic Planning

- Develop and manage project governance frameworks, ensuring standardized processes across all VoIP implementations.
- Oversee multiple project timelines, budgets, and risks, ensuring alignment with organizational goals.
- Work closely with engineering, network operations, product development, and sales teams to drive project success.
- Ensure seamless client onboarding, training, and adoption of VoIP solutions.

#### Technical Coordination & Risk Management

- Provide technical and strategic input on VoIP integration and deployment strategies.
- Support VoIP Order Project Managers in resolving network compatibility issues, security concerns, and compliance requirements.
- Identify potential project risks and develop proactive mitigation strategies.
- Stay up to date with VoIP industry trends, regulations, and emerging technologies to optimize project execution.

#### Stakeholder & Client Management

- Act as the escalation point for client concerns, ensuring high-level issue resolution.
- Collaborate with internal and external stakeholders to ensure service quality, compliance, and efficiency.
- Maintain strong relationships with vendors, third-party providers, and executive teams to ensure seamless product implementation.

Program & Project Management Analyst  
July 2016 - December 2019 (3 years 6 months)  
Philippines

Project Management, Subject Matter Expert (SME)—VoIP Pre-Sales

#### Pre-Sales Support & Solution Design

- Act as the SME for VoIP pre-sales engagements, guiding sales teams on solution feasibility, architecture, and deployment best practices.
- Assist in quotations, solution presentations, and technical documentation.
- Conduct client discovery sessions to assess VoIP infrastructure needs, compatibility, and scalability.

#### Project Management & Coordination

- Oversee pre-sales project timelines, deliverables, and risk assessments, ensuring smooth handoff to implementation teams.
- Work closely with sales, product, and engineering teams to develop roadmaps.
- Track and manage a pipeline of pre-sales opportunities while identifying potential risks in VoIP deployments.

#### Quality Assurance & Process Optimization

- Conduct QA reviews on pre-sales deliverables, ensuring accuracy, compliance, and alignment with industry best practices.
- Develop and refine pre-sales processes and SOPs, driving continuous improvement.

#### Workload Assignment & Team Coaching

- Assign and balance workloads among pre-sales project team members, optimizing efficiency.
- Provide mentoring and coaching on VoIP technologies, solution design, and project management.
- Conduct training sessions to enhance team expertise.

#### Stakeholder & Client Engagement

- Serve as the primary technical liaison for clients, translating complex VoIP solutions into business-friendly recommendations.
- Ensure seamless coordination between sales, technical teams, and customers throughout the pre-sales process.

#### Industry Expertise & Continuous Learning

- Stay up to date with VoIP industry trends, emerging technologies, and compliance requirements.
- Provide internal training and share insights on market innovations and best practices.

## Program & Project Management Associate

March 2015 - July 2016 (1 year 5 months)

Philippines

Project Management, Associate—VoIP Pre-Sales

### Pre-Sales VoIP Project Coordination

- Assist in planning and executing pre-sales project activities to ensure timely proposal development and client engagement.
- Work closely with sales, technical, and project management teams to gather requirements and create customized VoIP solutions.
- Track and maintain a pipeline of projects, ensuring smooth transition from pre-sales to post-sales implementation.
- Support in quotation, client presentations, and proposal documentation.

### Stakeholder & Client Engagement

- Serve as a liaison between the sales, project management, and technical teams to ensure alignment on project scope and client needs.
- Assist in client calls, discovery sessions, and presentations to understand business needs and address technical feasibility.
- Maintain clear communication with internal teams to ensure all pre-sales deliverables are met on time.

### Documentation & Risk Assessment

- Develop and maintain project documentation, workflows, and pre-sales reports to support decision-making.
- Identify potential risks, challenges, and feasibility concerns related to VoIP and telecom implementations.
- Ensure all project-related information is properly logged and updated in CRM/ project management tools.

### Process Improvement & Technical Support

- Contribute to process optimization by analyzing past pre-sales projects and identifying areas for improvement.
- Collaborate with the technical team to ensure proposed solutions align with the company's VoIP and telecommunication offerings.

- Stay up to date with industry trends, VoIP technologies, and competitive market insights.

### Transaction Processing Associate

February 2011 - March 2015 (4 years 2 months)

Philippines

#### Healthcare Administration - Data Entry Analyst

- Validate and enter data from scanned documents into the data entry system, ensuring accuracy and completeness
- Cross-reference data entries with original documents when necessary to verify accuracy
- Decipher and accurately input information from handwritten documents into the data entry system
- Process enrollment, termination, and changes in healthcare insurance policies accurately and efficiently
- Verify and update policy information in the system, ensuring compliance with company standards and regulations

### Back Bar Project, LLC

#### Executive Assistant & Data Analyst

September 2024 - Present (6 months)

Seattle, Washington, United States

### Extenteam

#### Partner Success and Support Admin

December 2024 - Present (3 months)

Florida, United States

### AlphaRidge

#### Project Manager

July 2024 - October 2024 (4 months)

New York, United States

- Acted as the main communicator for internal and external stakeholders, aligning project goals, timelines, and deliverables across teams.
- Attended daily Service Desk stand-ups, capturing action items and creating minutes to track progress and ensure accountability.
- Developed SOPs to streamline operations and standardize procedures across the service desk and related tasks.
- Created and maintained templates in HaloPSA for standardized ticketing and documentation, enhancing issue tracking and project updates.

- Coordinated vendor management for new office onboarding, ensuring readiness for Cybersecurity, Managed IT Services, and Custom IT Solutions.
- Conducted research on RFP platforms, identifying relevant leads in federal and private sectors to support growth opportunities.
- Researched industry events and networking options to strategically enhance the company's presence in relevant business circles.
- Managed financial processes, including invoicing, account receivables, and resale certificate distribution, ensuring accurate records, timely submissions, and robust verification.
- Organized reservations for co-working spaces, securing availability for optimal team collaboration.
- Maintained SharePoint repository, ensuring organized and up-to-date documents accessible to all team members.
- Administered HubSpot CRM, ensuring customer data accuracy for improved client engagement and operational transparency.
- Regularly updated project management tools, including HaloPSA, MS Teams, and Excel, to enable real-time tracking of project progress, service desk inquiries, and team productivity.

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## Education

ICCT Colleges Foundation, Inc.

Bachelor of Science in Information Technology · (June 2008 - December 2010)

Adamson University

Bachelor's Degree, Electronics and Communications  
Engineering · (2007 - 2008)