

Contact

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Top Skills

- Project Management
- Executive Assistance
- Reporting and Data Analytics

Certifications

- ClickUp Expert Certificate
- HubSpot Sales Hub Software Certified
- Google Project Management Certificate
- ITIL® v3 Foundation Certificate in IT Service Management
- Six Sigma Project Management Essentials
- Fundamentals of Agile Project Management
- Fundamentals of Predictive Project Management
- Generative AI Overview for Project Managers
- Capstone: Applying Project Management in the Real World
- Google Project Management: Specialization
- Agile Project Management
- Project Execution: Running the Project
- Project Planning: Putting It All Together
- Project Initiation: Starting a Successful Project
- Foundations of Project Management
- Business Analysis & Process Management

Languages

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

Honors-Awards

A-List Award - Maharlika - Best People of the Year

Education

ICCT Colleges Foundation, Inc.
Bachelor of Science in Information Technology

Adamson University
Bachelor of Science in Electronics & Communications Engineering - 1st Year

Tools

- Trello
- Microsoft Planner
- Hubspot
- Salesforce
- Confluence
- Halo PSA
- SharePoint
- Power BI
- Canva
- Microsoft Excel - Expert
- Google Sheet
- Microsoft 365
- Google Workspace
- Slack
- MS Teams
- Google Chat
- Google Calendar
- Microsoft Outlook

Mark Oliver Gabutero

Project Manager | PMO | Data Analyst | Executive Assistant | Partner Success | ITIL®
Cainta, Rizal, Philippines

Professional Summary

Experienced and results-driven professional with over 14 years in project management, executive support, and data analysis, delivering operational excellence across diverse industries. Adept at leading cross-functional teams, optimizing workflows, and supporting senior leadership through strategic planning, stakeholder engagement, and data-driven insights. Certified in Google Project Management, ITIL® v3, Agile, and Six Sigma, with advanced proficiency in ClickUp, HubSpot, Salesforce, Power BI, and Microsoft Excel. Known for a proactive, solutions-focused approach, strong communication skills, and the ability to manage complex projects while ensuring alignment with organizational goals and continuous improvement.

Experience

Partner Success & Support Admin - Remote Staffing Solutions

Extenteam

December 2024 - Present
Florida, United States • Remote

- Serve as a key liaison between Partner Success, HR, and IT departments to ensure seamless resolution of partner support tickets, changes in team member schedules, and HR-related inquiries via ClickUp and HubSpot
- Manage the partner support ticketing system by triaging incoming tickets, escalating to the appropriate internal stakeholders, and ensuring prompt communication and resolution within SLA timelines
- Maintain and update CRM records in HubSpot and track ticket resolution performance, generating reports on key metrics such as time to first response, resolution times, and ticket categories
- Create custom reports by extracting data from HubSpot CRM and build interactive dashboards to visualize performance metrics and trends, enabling data-driven decision-making
- Create internal documentation, meeting decks, onboarding materials, and intake presentations using Google Slides and shared templates to standardize Partner Success processes
- Schedule and coordinate partner onboarding, intake, and strategic alignment meetings, ensuring alignment across Partner Success, HR, and other internal departments
- Track onboarding progress and key deliverables in ClickUp, ensuring all stakeholders meet critical timelines for partner ramp-up
- Collaborate with the Partner Success Consultant to improve workflows and implement self-service resources aimed at reducing ticket volume and enhancing partner satisfaction
- Monitor and report on partner engagement and happiness scores tied to ticket resolutions, using feedback to continuously improve service quality
- Manage knowledge base and project documentation, aligning with internal process improvements and CRM utilization strategies
- Contributed to optimizing CRM utilization and improving overall ticket workflow processes by working closely with IT to enhance ClickUp boards and custom HubSpot fields

Executive Assistant & Data Analyst - Wine & Spirits

Back Bar Project, LLC

September 2024 - June 2025
Seattle, Washington, United States • Remote

- Develop and manage interactive Power BI dashboards and reports that provide real-time analytics and strategic insights, enabling data-driven decision-making at the executive level using sales, purchasing, forecasting, and projection data
- Oversee data scrubbing, preparation, and coordination to ensure accurate, reliable datasets are used for reporting and dashboard development
- Provide comprehensive executive support to the COO, handling day-to-day administrative functions including complex calendar management, domestic and international travel arrangements, and high-priority correspondence
- Serve as a gatekeeper by managing and prioritizing the COO's inbox, calls, and communications to ensure seamless workflow and timely responses
- Support personal executive needs such as family scheduling, travel coordination with discretion and efficiency
- Prepare high-quality presentations and executive summaries for director meetings, leadership check-ins, and investor updates
- Coordinate and schedule internal and external meetings, including agenda preparation, attendee communication, follow-ups, and action tracking
- Act as a liaison between the COO and cross-functional teams or external stakeholders, ensuring alignment on key deliverables and timelines
- Uphold confidentiality and professionalism in all aspects of executive support, contributing to the smooth operation of both business and personal priorities

Project Manager - IT Services & Cybersecurity

AlphaRidge

July 2024 - October 2024 (4 months)

New York, United States • Remote

- 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

Program & Project Management Specialist - Operations

Accenture

April 2024 - April 2025 (1 year 1 month)

Philippines • Hybrid

- Project Management Office (PMO)
- 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
- 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.
- Handle procurement of essential equipment, including laptops, headsets, mice, keyboards, and HDMI cables
- Ensure timely inventory tracking and order fulfillment to meet business needs
- 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
- Publish internal mailers to keep employees informed about engagement activities, incentives, and corporate updates
- 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 Operations Team Manager - Telecommunications

Accenture

August 2022 - March 2024 (1 year 8 months)

Philippines • Hybrid

Project Management, Team Manager—VoIP Product Implementation

- Directed the implementation and delivery of enterprise communication and connectivity solutions, including VoIP, UCCaaS, IP Trunking, Virtual Communications Express (VCE), and Cisco Webex
- Oversaw deployment of network infrastructure products including Private IP, Internet Dedicated Services (IDS), Managed SD-WAN, Virtual Network Services (VNS), Managed Network Services, Ethernet Services, and Customer Premises Equipment (CPE)
- Led and mentored 2 supervisors overseeing a team of 24 VoIP Order Project Managers responsible for end-to-end VoIP solution implementations
- Provided coaching, training, and feedback to improve team efficiency and ensure consistent, high-quality service delivery
- Managed workload distribution across multiple workstreams, balancing resources to meet delivery timelines and operational demands
- Identified risks and process gaps and drove Lean Six Sigma initiatives to optimize workflows, reduce waste, and improve service quality
- Conducted Operational Excellence assessments and presented findings to stakeholders to validate team performance and readiness
- Collaborated with Activation Engineers, Solution Architects, Sales Teams, and Customers to ensure seamless implementation from design to deployment
- Prepared and presented executive-level reports on project health, risks, escalations, and performance metrics
- Led weekly meetings with internal stakeholders to review progress and drive accountability.
- Served as the primary escalation point for high-priority customer concerns, ensuring resolution of implementation challenges and communication clarity
- Regularly engaged with enterprise clients to provide implementation updates, manage expectations, and present VoIP deployment plans
- Analyzed project feedback and performance data to inform continuous improvement initiatives and elevate the overall customer experience

Service Delivery Operations Senior Analyst - Telecommunications

Accenture

December 2019 - July 2022 (2 years 8 months)

Philippines • Hybrid

- Supervised a team of VoIP Order Project Managers handling end-to-end implementation of VoIP, UCaaS, IP Trunking, Virtual Communications Express (VCE), and Cisco Webex
- Provided expert guidance on deployment strategies, technical troubleshooting, and customer onboarding for enterprise voice and collaboration services
- Oversaw large-scale implementation of network services, including PrivateIP, Internet Dedicated Services (IDS), Managed SD-WAN, Virtual Network Services (VNS), Managed Network Services, and Ethernet Services
- Led successful delivery and installation of Customer Premises Equipment(CPE) across multiple client sites, ensuring readiness for service activation
- Coordinated with cross-functional teams (engineering, provisioning, field services, sales, and network operations) to ensure accurate provisioning and on-time service delivery
- Managed project timelines, risks, and quality assurance activities across all products and services, ensuring alignment with service-level agreements(SLAs)
- Provided escalation support and resolved integration issues related to number porting, SIP trunking, routing policies, SD-WAN overlays, and device provisioning
- Maintained strong communication with enterprise clients, vendors, and internal leadership to support seamless deployment and post-implementation satisfaction
- Developed risk mitigation strategies for service rollout, infrastructure readiness, and compliance issues across the voice and data solution stack

Program & Project Management Analyst - Telecommunications

Accenture

July 2016 - December 2019 (3 years 6 months)

Philippines • Onsite

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

- Served as the Subject Matter Expert (SME) for VoIP, UCaaS, IP Trunking, Virtual Communications Express (VCE), and Cisco Webex across pre-sales consultations, solution design, and project implementation support
- Acted as the go-to expert for technical solutioning during pre-sales engagements—supporting Sales, Product, and Engineering teams with client discovery, architecture validation, and deployment feasibility assessments.
- Facilitated VoIP training and knowledge-sharing sessions for project managers and cross-functional teams, enhancing understanding of SIP routing, porting processes, PBX integrations, and platform capabilities
- Developed and delivered learning content, technical guides, and process documentation to support onboarding, continuous development, and process clarity across teams.
- Led quality assurance reviews of pre-sales deliverables and implementation outputs—ensuring accuracy, technical alignment, and adherence to best practices and customer requirements.
- Contributed to the refinement of SOPs, QA checklists, and project governance frameworks to ensure consistency and reliability in VoIP solution delivery
- Supported Lean Six Sigma initiatives by identifying process gaps, recommending workflow enhancements, and promoting standardization across project phases.
- Collaborated closely with Sales, Solution Architects, and Implementation teams to coordinate pre-sales scoping, technical alignment, and client-facing solution presentations
- Served as a key technical escalation point for complex issues related to VoIP service delivery and solution interpretation, ensuring timely resolution and client confidence
- Engaged directly with enterprise clients during the pre-implementation phase to clarify technical concerns, confirm requirements, and align project expectations with delivery capabilities.

Program & Project Management Associate - Telecommunications

Accenture

March 2015 - July 2016 (1 year 5 months)

Philippines • Onsite

- Project Management, Associate—VoIP Pre-Sales
- Supported pre-sales project activities for VoIP and unified communications solutions, including VoIP, IP Trunking, UCaaS, and Cisco Webex, ensuring timely and accurate proposal development
- Collaborated with sales, technical, and project management teams to gather client requirements and help craft tailored voice solutions aligned with customer needs and infrastructure
- Assisted in preparing quotations, sales presentations, solution documentation, and level-of-effort estimates for enterprise clients across various industries
- Managed and tracked a pipeline of opportunities from Salesforce, ensuring accurate CRM documentation and smooth handoff from pre-sales to implementation
- Participated in discovery calls and client meetings to support sales engineers in assessing technical feasibility and aligning scope to available VoIP offerings
- Maintained active communication across internal teams to ensure project scope, technical requirements, and client expectations were clearly documented and aligned
- Contributed to risk identification and feasibility reviews related to number porting, SIP trunk compatibility, and network readiness
- Supported workflow documentation, QA checklists, and pre-sales reporting, helping streamline proposal tracking and internal processes
- Analyzed past projects and feedback to recommend improvements in pre-sales processes and documentation templates
- Collaborated with the technical team to ensure proposed VoIP solutions complied with company standards and product capabilities
- Maintained awareness of VoIP trends, cloud communication platforms, and emerging technologies to inform client discussions and solution positioning

Transaction Processing Associate - Healthcare

Accenture

February 2011 - March 2015 (4 years 2 months)

Philippines • Onsite

- 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

Certificates



Google Project Management Certificate

Issued by [Coursera](#)

Those who earn the Google Project Management Certificate have completed six courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for introductory-level roles in Project Management. They are competent in initiating, planning and running both traditional and agile projects.

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