

ABEL GUTIÉRREZ

*Entry-Level Product
Owner*

✉ agutierrez@email.com

☎ (123) 456-7890

📍 Minnetonka, MN

🌐 [linkedin.com/in/a-gutierrez](https://www.linkedin.com/in/a-gutierrez)

EDUCATION

Bachelor of Arts

Business Administration

University of Washington-
M.G. Foster School of
Business

📅 2016 - 2020

📍 Seattle, WA

SKILLS

Conceptualization

User-centered Design

Service and Product Design
Methodologies

Agile

Scrum

User Validation

Excellent Customer Service

Communication

Detail-oriented

CAREER OBJECTIVE

Motivated and forward-thinking product owner. Eager to collaborate with a team to deliver a top-notch client experience across a variety of projects in an Agile environment at Tantus Technologies.

WORK EXPERIENCE

Product Owner (entry-level)

Sovos

📅 September 2020 - current 📍 Minnetonka, MN

- Collected product requirements from 100+ key buyer audiences and end-users
- Spearheaded the creation of 20+ product mockups and prototypes, leading to 13 custom designs entering into fall production line
- Presented 70+ product requirements and documents to staff and executives, contributing to a 17% growth in team output
- Communicated with development/engineering teams and 20+ personnel to oversee product building
- Collaborated with 40+ stakeholders during development of products, resulting in 22% rise in investments
- Facilitated testing of 30+ products, including user acceptance testing, alpha and beta programs

Barista

Starbucks

📅 January 2017 - June 2020 📍 Seattle, WA

- Memorized 100+ beverages and combinations, coffee brewing practices, and POS tools to serve customers
- Sanitized equipment and common surfaces throughout the day while maintaining excellent customer service
- Developed feedback loop for 5+ new product lines through sampling and customer-review reporting, leading to production of 4 unique coffee blends
- Fulfilled 10,000+ custom orders via mobile and in-store purchases, attending to each customer's request
- Engaged with 5,000+ customers, ensuring complete customer satisfaction and strong Yelp reviews
- Earned 12 "Employee of the Month" awards, 6 times in a row, with votes cast by customers and staff
- Implemented upsell practices to provide excellent customer service while increasing revenue by 16%