

# Profile

Over the course of my career I've worked in various parts of the world where I've held management and leadership positions. I've recently transitioned into the field of web development where my knack for re-adapting has served me well in learning new technologies and rising to new challenges.

## Education

UC Berkeley Extension December 2020 — March 2021

Berkeley Coding Boot Camp for Full-Stack Web Development.

Masters (M.A.) in Global Studies, Humboldt Universität Berlin, Berlin April 2020 – Present

Bachelors (B.A.) in Communication and International Relations, Saint Louis University- Madrid Campus, Madrid, Spain August 2007 — December 2011

## Projects

#### Unwind: Be a Human

Unwind offers the user an all-in-one book, weather, and location search to help them plan an unplugged day of leisure. With our technology we encourage people to slow down, put down their phones, and enjoy a day of reading outside or in a local coffee shop to reconnect with the small joys that make us human.

Languages and Technologies Used:

- HTML/CSS
- JavaScript
- jQuery
- ZURB Foundation Framework
- Web API
- OpenWeather API
- Google Places API
- Google Books API

#### https://pamela-gutierrez.github.io/Unwind/

#### Week Day Scheduler

A single-day work day scheduler that offers maximum efficiency to the user. To help accomplish this, the different hours of the day are color-coded to reflect if they are in the past, present, or future. The application can also store the data even after the page is refreshed allowing the user to update it multiple times throughout the day.

#### Details

San Jose, 95128 United States (510) 305-0980 pgutierrez44@gmail.com

#### Skills

HTML/CSS
JavaScript
jQuery
Git
Bootstrap
Foundation
<b>Languages</b> English
Spanish

#### Hobbies

Traveling, reading, scootering, petting cats, and finding adventure in the mundane!

#### Links

LinkedIn GitHub Portfolio

#### Languages and Technologies Used:

- HTML/CSS
- JavaScript
- jQuery
- Bootstrap
- Moment.js

https://github.com/pamela-gutierrez/workday-scheduler

## Weather Dashboard

The weather dashboard uses the Open Weather API to source weather data for any city of the user's choosing around the world. The application is also capable of saving the most recently searched cities allowing the user to quickly refer to the cities most relevant to them.

## Languages and Technologies

- HTML/CSS
- JavaScript
- jQuery
- Open Weather API
- Moment.js

https://github.com/pamela-gutierrez/weather-dashboard

# Employment History

## Duty Manager at Melbourne Central YHA and Melbourne Metro YHA, Melbourne, Australia

## January 2019 — January 2020

- Full time Duty Manager at busy Melbourne CBD hostel after being promoted from a receptionist position
- Help hire and train reception staff
- Hire, train, and oversee work for accommodation volunteers from around the world
- Make weekly rosters for reception and volunteer staff
- Manage reservations from various third party providers including STA, Agoda, Kilroy, and others
- Daily banking and accounting duties
- Working with hostel activities coordinator to organize events including trivia nights, outings to AFL games, sustainable volunteer projects, etc.
- Weekly stock ordering for hostel and on-site cafe and bar
- Assisting guests with queries about Melbourne and the procedures involving the Working Holiday Visa

## Tour Leader at G Adventures, San Jose, Costa Rica

March 2015 — November 2017

- Led group tours in Central America from Mexico to Panama
- Worked with mixed-age groups from all over the world
- Ran variety of different trip styles from "Comfort" to "Active" to "YOLO" (trips aimed at young budget minded travelers aged 18 to

- Reserved and confirmed accommodation and public and private transport
- Reserved and coordinated group and individual activities
- Planned nightly group dinners
- Assisted with international border crossings
- Regularly interpreted and translated from Spanish to English during tours and also day-to-day (dinners, pharmacy/hospital visits, etc.)
- Led orientation walks in over 15 different cities across the region
- Provided historical, cultural, and political insight on the places we visited
- Did trip and budget related administrative work

## Receptionist at Wildman Wilderness Lodge, Point Stuart, NT

September 2018 — December 2018

- Full-time reception duties at Outback luxury lodge
- Checking guests in and out using the Opera system
- Promoting tours to Kakadu National Park and Litchfield National Park as well as scenic flights, local fishing and 4WD tours
- Performing room checks for the housekeeping team prior to check-ins
- Performing administrative duties including daily cash audits and reading and interpreting reservation forecasts
- Assisting guests with luggage
- Occasional cafe, bartending, and waitressing duties with the food and beverage team

## Hostel Receptionist at Melbourne Central YHA, Melbourne

March 2018 — September 2018

- Full-time reception duties at busy CBD hostel
- Checking guests in and out using Guest Centrix
- Selling activities and day/multi-day tours through Website Travel (YTT)
- Assisting guests with directions around the city, explaining transit, and giving personalized recommendations
- Making and serving espresso drinks at the on-site cafe
- Making and serving drinks at the on-site bar
- Occasional housekeeping duties

## Walking Tour Guide at Walks 101, Melbourne

March 2018 — September 2018

- Leading tip-based group walking tours around the Melbourne CBD and St. Kilda neighborhoods
- Tours cover history, culture, sports, arts, and on-going city activities
- Selling Walks 101 premium tours as well and other Melbourne attractions

## Tour Guide at New to Melbourne, Melbourne

February 2018 — September 2018

• Running bus tours to the Great Ocean Road, Grampians National Park, and Wilson's Promontory

- Coordinating groups of up to 60 people at tour stops including busy lunch and dinner stops
- Explaining history, geography, and park routes at various sites
- Performing administrative tasks before and after tours
- Promoting New to Melbourne's group activities including salsa nights and free language exchanges

#### Hotel Receptionist at Hotelito Perdido, Rio Dulce, Guatemala

September 2014 — December 2014

- Checking in guests and collecting payments
- Paying vendors and staff
- Reserving tours and assisting with kayak rentals
- Serving drinks at the on-site bar
- Assisting with breakfast, lunch, and dinner preparations
- Occasionally helping with housekeeping and ground maintenance duties