



IVANIA GUTIÉRREZ

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SUMMARY

Multi-lingual Public Administrator with 9 years’ experience in quality assurance, performance management, and project management in Chile Sweden and US. Proven success in process improvement, project coordination, and ISO 9001 certification. Strong ability to define and monitor key performance indicators, report project performance via multiple tools (e.g., balanced scorecard), and audit main processes. Highly organized manager with multi-tasking capabilities, problem-solving skills, and ability to work effectively with culturally diverse workforce and client base. Native Spanish speaker with fluency in English and Swedish.

Expertise includes:

- Project management
- Strategy, evaluation and analysis
- Application development and implementation
- Information technology and project records

EMPLOYMENT HISTORY

PARTNERS FOR IMPACT

February 2021 to present

Advisor

Supporting Grant writing projects, Strategic Planning for nonprofit organizations, and supporting professionally “Equity Special Giving campaign”.

EL CENTRO HISPANO

August 2020 November 2020

Community Support Coordinator

Responsible for leading a group of people to educate to Latino community about COVID prevention. Planning, monitoring, and giving results in terms of community outreach and performance indicators.

CHLEAN CHARM HANDMADE JEWELRY

Owner and Founder Chilean Charm Handmade Jewelry Business

2014-2021

Managing all the areas needed financial, planning and strategy, daily operations, inventory, sales and marketing, customer service.

PS INTERNATIONAL LTD – Chapel Hill, NC
Trace Operations Specialist

2012-2013

Responsible for assisting commodity traders with sourcing of information related to movement of commodities and related expenses from point of origin to their destination. Main areas of responsibility include logistics, accounting, and customer relations.

MUNICIPALITY OF VÄSTERÅS – Vasteras, Sweden **2011-2012**
Control Management Information Analyst

- Coordinated social project sponsored by European Union to integrate Somali immigrants into Swedish educational system. Monitored activities, key performance indicators, and program deadlines.

JUNAEB – Santiago, Chile **2000-2008**

Organization of the Chilean Education Ministry that provides social assistance to disadvantaged students.

Analyst, Management Control Unit, Planning Department

- Monitored achievement indicators and analyzed performance of planned organization activities to ensure goal accomplishments, especially for critical areas at risk of not meeting goal.
- Assisted management units in formulation of annual goal setting through formulation of achievement indicators, monitoring, and analysis.
- Implemented and audited organization to requirements of ISO9001:2000; documented most relevant processes and conducted internal quality audits.
- Formulated proposal of management team's annual goals to include goal fulfillment, government challenges, and customer requirements.

EDUCATION

Master of Business Administration – Blekinge Tekniska Hogskola – Karlskrona, Sweden 2013
(all courses done, except thesis)

Professional Degree of Public Service Administration – Universidad de Chile – Santiago, Chile

Lead Auditor, ISO 9001 2000, IRCA (active through 2011)

PROFESSIONAL DEVELOPMENT

- Strategies for the Implementation of ISO 9001:2000, National Institute of Normalization.
- Balanced Scorecard, CIEC Training and Consultancy.
- Documentation of the System in Quality Management, National Institute of Normalization.
- Project Management and Design, Universidad Católica De Chile.
- Auditing for Internal Quality, Consulting SGI.