JUAN JOSÉ GUTIÉRREZ
contacto@uribarrixe.eus

PROFESSIONAL EXPERIENCE

APRIL 2026 – PRESENT

IT SERVICE MANAGEMENT MANAGER, SERVICE MANAGER CLOUD & INFRASTRUCTURE, AYESA DIGITAL

Responsible for Cloud and Infrastructure services. Derio (Bizkaia), hybrid working.

Responsibilities as Service Manager:
IT service management for Cloud and Infrastructure.
Application of IT security best practices.

MAY 2024 – APRIL 2026

DELIVERY MANAGER & DELIVERY PARTNER, SITE MANAGER, KYNDRYL

Responsibilities as Delivery Partner (Go to Market):
Management of a client portfolio (10-15 clients) in the Manufacturing, Public Sector, Healthcare, Automotive and Retail sectors.
Business opportunity pipeline generation.
Preparation and presentation of commercial proposals.
Client negotiation. Delivery follow-up.
Account financial control. Cost and revenue control. Forecasting. Invoicing.

Responsibilities as Delivery Manager:
Support for account financial control.
Asset control and resource allocation.
Service reporting. Main point of contact for the client.
SLA and SLO monitoring.
Improvement plans.
Technology areas: Wintel, Databases, Networking, Unix, Storage, Backup, Middleware, Help Desk, AWS Cloud.
Project execution.

Responsibilities as Site Manager:
Head of the Bilbao office (Iberdrola Tower).

SEPTEMBER 2021 – APRIL 2024

DELIVERY MANAGER & PEOPLE MANAGER, SITE MANAGER, KYNDRYL

Delivery lead for assigned client accounts in the Public Sector, Manufacturing and Education sectors. Infrastructure and Help Desk services.

Responsibilities as Delivery Manager:
Support for account financial control. Cost and revenue control. Forecasting. Invoicing.

Asset control and resource allocation.
Service reporting. Main point of contact for the client.
SLA and SLO monitoring.
Improvement plans.
Technology areas: Wintel, Databases, Networking, Unix, Storage, Backup, Middleware, Help Desk.
Project execution.

Responsibilities as People Manager:
Team of 25 professionals.
Approval of holidays and leave.
Career development follow-up.
Career objectives.
Professional and performance reviews.
Promotions.
Training plans.

Responsibilities as Site Manager:
Head of the Bilbao office (Iberdrola Tower).

DECEMBER 2017 – AUGUST 2021

SERVICE MANAGER & PEOPLE MANAGER, VIEWNEXT

Delivery lead for assigned client accounts in the Public Sector, Manufacturing and Healthcare sectors.

Responsibilities as Service Manager:
Support for account financial control. Cost and revenue control. Forecasting. Invoicing.
Asset control and resource allocation.
SLA and SLO monitoring.
Improvement plans.
Service reporting. Main point of contact for the client.

Technology areas: Wintel, Databases, Networking, Unix, Storage, Backup, Middleware, Help Desk.

Responsibilities as People Manager:
Team of 12 professionals.
Approval of holidays and leave.
Career development follow-up.
Career objectives.
Professional and performance reviews.
Training plans.

MAY 2015 – NOVEMBER 2017

TEAM LEADER, TECHNICAL SPECIALIST, VIEWNEXT

Team leader on a Public Sector project.

Responsibilities as Team Leader:
Reporting to the Service Manager.
Service reporting.
Activity control. Technician shift planning. Team of 12 professionals.

Responsibilities as Technical Specialist:
Application support for a Public Sector client.
Incident and service request management. ITIL methodology.
Software requirements gathering.
Proofs of concept.
Databases. Debugging.

Technology areas:
Oracle SQL, Wintel, Unix, Networking

MAY 2011 – MAY 2015
DESKSIDE SUPPORT, TECHNICAL SPECIALIST, VIEWNEXT
Application support specialist and end-user support technician for a Public Sector client.

Responsibilities as Technical Specialist:
Application support for a Public Sector client.
Incident and service request management. ITIL methodology.
Software requirements gathering.
Proofs of concept.
Databases. Debugging.

Responsibilities as Deskside Support:
End-user support for a Public Sector client.
Incident and service request management. ITIL methodology.

OCTOBER 2007 – MAY 2011
DESKSIDE SUPPORT, TECHNICAL SPECIALIST, INDRA
Application support specialist and end-user support technician for a Public Sector client.

NOVEMBER 2005 – SEPTEMBER 2007
DESKSIDE SUPPORT, AZERTIA
End-user support technician for a Public Sector client.

OCTOBER 2003 – OCTOBER 2005
DESKSIDE SUPPORT, SEINTEX
End-user support technician for a Public Sector client.

EDUCATION

2003
HIGHER NATIONAL DIPLOMA IN COMPUTER APPLICATIONS DEVELOPMENT,
CIFP SAN JORGE, SANTURTZI

1995
BACHELOR'S DEGREE IN LAW, UNIVERSITY OF THE BASQUE COUNTRY (UPV/EHU)

LANGUAGES

SPANISH
Native

BASQUE, [EGA- c1]
Native

ENGLISH,
Daily working language with international teams.
Reading and writing: ADVANCED
Speaking: INTERMEDIATE

CERTIFICATIONS AND COURSES

TECHNICAL:

AZ-900 AZURE FUNDAMENTALS, MICROSOFT
AI-900 AZURE AI FUNDAMENTALS, MICROSOFT

PLANNING AND MANAGING WINDOWS 7 DESKTOP DEPLOYMENTS, MICROSOFT

INSTALLING AND CONFIGURING WINDOWS 7 CLIENT, MICROSOFT

CCNA, CISCO CERTIFIED NETWORK ASSOCIATE, CISCO

METHODOLOGIES:

ITIL FOUNDATION VERSION 4, EXIN

LEAN IT KAIZEN, LITA

LEAN IT FOUNDATION, LITA

YELLOW BELT LEAN SIX SIGMA

SKILLS

- Leadership
- Team and people management
- Strong communication skills
- Conflict resolution

- Client relationship management
- Strategic business vision