Rafael "Pael" Gutierrez

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I build diagnostics, automation, and operational tooling that make teams faster and calmer, reducing support time and delivering clear, measurable before/after wins.

Experience

Release Engineer | Aescape | Jul 2024 - Dec 2025

- Expanded ae-cli (Python/Bash) from basic diagnostic tool into **the company's core diagnostic platform**, reducing **10-minute manual troubleshooting workflows to seconds**
- Built post-commissioning Slack bot using Python that automates 12-step machine setup process, **eliminating 1.5 hours of manual work per machine**
- Developed NetCheckr in Go, a **cross-platform desktop application** for third-party installers to validate network requirements pre-installation, preventing wasted install days
- Created fleet-manager Python tool enabling data gathering across **hundreds of machines** with single commands
- Built release health dashboards using Python, SQL, and Hex for stakeholder visibility into escalation trends and system issues
- Configured Datadog alerts for critical machine issues, enabling proactive fixes and maintaining **1% escalation rate**
- **Converted from contractor to full-time in under 3 weeks** by achieving **5-minute average resolution time** versus 30-minute SLA
- Mentored **6 support engineers** and authored troubleshooting documentation that became the **most-visited internal resource**

Automation Consultant | SBStruc Engineering | Nov 2023 - Feb 2024

- Built BESI, a Python tool automating structural design calculations, **reducing workflow time from 80 minutes to 15 minutes**
- Reduced output file sizes **from 100MB to ~100KB** by replacing VBA macros with optimized Python algorithms

Software Engineer | Kodexa AI | Mar 2023 - Nov 2023

- Developed Python data extraction pipelines for document parsing, achieving **90% accuracy**; introduced .env files, linters, and automation scripts that **saved ~1 hour of developer time daily**

Assistant GIS Consultant | Arup | Nov 2022 - Mar 2023

- Built web GIS application (React, Django, PostgreSQL) overlaying project proposals with protected forests, flood zones, and disaster risk data, enabling government agency to assess feasibility at a glance instead of manual review
- Migrated project management from multiple conflicting Excel spreadsheets to Jira and established structured testing methodology with test cases, creating a single source of truth, enabling accurate progress tracking, and improving release quality

Associate Software Engineer | Accenture | Feb 2021 - Nov 2022

- Replaced brittle OCR-based SAP bot navigation with native GUI scripting (VBScript), achieving **100% selector accuracy** and eliminating failures caused by screen resolution changes
- Built bot performance analytics dashboard tracking health and utilization, enabling data-driven decisions on which automations to improve or sunset
- Automated SAP middleware validation by building a tool that captures baseline snapshots before upgrades and flags conflicts post-upgrade, **reducing 30-minute manual checks to instant validation**

Education

Boot.dev - Backend Development | In Progress

University of the Philippines - BS Geodetic Engineering