

José María Hernández Gutiérrez

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Professional Profile

Content coordinator and developer with +14 years of trajectory collaborating in *Shared Service Centers* (SSC), Colleges, Start Ups and Video Games. Certified Project Manager with expertise in areas such as: editorial, academia, research, translation/localization and branding (IP rights and risk analysis).

Work Experience

Amazon

2017 - 2025

PAT/Certification Specialist, Product Quality Ops

2019 - 2025

Validate, review and deep dive investigations and products, to ensure customers receive authentic and safe products in the condition they expected (includes review of invoices, brand authorizations and other compliance documents), thus protecting buyer trust. Promoted to Sr. Investigator on August 2020.

MPE Escalation Specialist

2018 - 2019

Supporting stakeholders with Legal, Business, and Executive Escalations, mostly in fraud risk cases, while providing cross skill/cross site/cross region support. Also providing solutions and drive change through business and improvement initiatives.

TRMS Fraud Risk Investigator (Infringement and Non-infringement)

2017 - 2019

Use established policies to investigate possible IP and non-IP related Amazon policy infringement claims that could pose a risk to the platform and its customers in global markets.

Universidad de Costa Rica

2016 - 2016

Interim Collegiate Professor

Teach and develop the course and syllabus in Early Modern History (HA-3014) for the first half-term for +25 students.

Whizz Education

2012

Content Coordinator

Create and edit mostly educational children's and juvenile content in Spanish for the Latin American market. Additional task included content management, translation and localisation, quality assurance and track issues.

Testronic Laboratories

2012

Localisation Games Tester (Mexican Spanish)

Responsible of translating and proofreading video, mobile and/or computer games (all systems) for various publishers.

Quantone Ltd.

2011

Intern Researcher & Translator

Research, edit and insert information into data system, translate in Spanish, Italian and German when possible (various projects; including Social Media posts, Discogs catalogue, enhancing music API).

Previous Work Experience

- **International Students House | Student Ambassador**
- **Suma+ | Contributor/critical examiner**

Formal Education

- **MPhil in Iberian & Latin American Studies** (Merit), Birkbeck College, London, UK.
- **MA in Social and Cultural History** (Merit), Birkbeck College, London, UK.
- **BA in History** (Honours), Universidad de Costa Rica, San José, Costa Rica.

Certifications, Languages & Others

- **Certifications:** Project Management (PMI Kickoff Predictive Badge)
- **Languages:** Spanish (Native) | English (Fluent) | German (Fluent/Professional) | Italian (Fluent/Professional) | French (Conversational/ Professional)
- **Technical Skills:** Microsoft Package | WordPress (Basic)