

City of Seattle
Notice of Appointment

Name: Gilbert Archuleta		<input type="checkbox"/> Executive Appointment <input type="checkbox"/> Reappointment <input checked="" type="checkbox"/> Legislative Appointment <input type="checkbox"/> Agency Appointment <input type="checkbox"/> PDA Council <input type="checkbox"/> PDA Constituency
Residential Neighborhood: Seattle, WA	98106	Contact Phone No.: N/A
Appointed to: LGBT		Date of Appointment:
Authority (Ord., Res.): 118392		Term of Office: From: Confirmation To: 4/30/16
Background: Gilbert Archuleta was born in Salt Lake City, UT and moved to Seattle in 1998. He is a graduate of the University of Utah where he earned a joint Political Science and Communication degree. He attended the University of Phoenix and graduated with a Business Management degree. Gilbert has been a leader in the utility industry for the past 18 years. He currently works as Manager, Reporting & Analysis at Puget Sound Energy. Gilbert first volunteered for and then served as Board President for Three Dollar Bill Cinema producers of the annual Seattle Lesbian and Gay Film Festival from 2004 through 2010. This experience ignited a passion for uniting the LGBTQ community and establishing a unified voice for addressing LGBTQ issues. Gilbert currently lives in West Seattle with his daughter and partner of 15 years.		
Authorizing Signature: 		Name and Title of Officer Making Appointment: Councilmember Bruce Harrell

GILBERT ARCHULETA

PROFILE

- Effective and dynamic leader of business teams in multiple locations.
- Results oriented achieving \$6M in revenue recovery due to identification and implementation of process improvements.
- Effective communicator with an ability to communicate with Executives through front line staff.
- Self-starter with sound judgment and demonstrated initiative proven in a self initiated statewide resource allocation strategy for 900+ field technicians and 77 load specialists.
- Energetic, creative and innovative demonstrated in a recommendation and successful implementation of an outsource group responsible for improving billing accuracy and improving the customer experience.
- Strategic thinker and successful in strategy implementation demonstrated in a self initiated process improvement initiative that worked cross-organizationally to bring focus to the customer and resulted in a customer satisfaction improvement of 15 percent.

EXPERIENCE

Puget Sound Energy, Bothell WA

02/2010 - Present

MANAGER, REPORTING & ANALYSIS – CUSTOMER SERVICES

Responsible for Customer Care Support Services. Responsibilities include \$76M budget oversight, continuous process improvement, project management, change management, quality assurance, reporting, analytics, work force management and supervision of 23 business analysts. Functions support all areas of Customer Care including Corporate Billing, Customer Access Center, Vendor Collections, Meter Network Services, Payment Processing and Low Income Program.

- Coached, lead and developed a team of 23 business analysts.
- Daily, weekly and monthly operational and budget reporting.
- Project management of Customer Care level initiatives including technological deployments such as call center technology, SAP, observation software, data warehouses and SharePoint development.
- Worked cross organizationally to identify continuous process improvement opportunities for productivity, cost savings/avoidance, efficiencies and customer service enhancements.
- Prepared and delivered executive level analysis regarding variances in key metrics/budget, strategic initiatives and project overview/status.
- Prepared and delivered responses to data and information requests from Washington State Utilities Commission.
- Delivered quarterly reporting to Washington State Utilities Commission regarding performance against service quality objectives.
- Conducted quarter Sarbanes-Oxley testing of revenue management transactions.
- Represented Customer Care Interests on corporate steering committees, project teams and corporate initiative councils.
- Acted as controller for Customer Care budget.

Puget Sound Energy, Bothell WA
SUPERVISOR, CUSTOMER ACCESS CENTER – CUSTOMER SERVICES

03/2009 – 02/2010

Responsible for day to day service operations in the Customer Access Center. Monitor service level, agent activity and customer satisfaction results. Support peer team and direct reports in day to day activities.

- Coached, lead and developed a team of 21 customer service representatives.
- Participated on cross-organizational teams to improve efficiencies and productivity such as hiring and staff selection, back office support work, work force management, creating a coaching culture and other center level activities.
- Lead daily supervisor status meeting.
- Review and recommend standard operating procedure improvements to ensure a positive customer experience.
- Review and assess current forecasting and staffing models to ensure optimal performance.
- Identify and address daily service level variables and impacts.
- Review and update call routing tables and call transfer tables.
- Review and update call application identifiers and naming conventions.
- Data analysis of service level results, call handling information and center resource information.
- Support center manager in driving and cultivating change.
- Utilize eWFM, RTA, Empower, CLX, Microsoft Office Suite, Aspect and Uniphil Suite on a daily basis.

Qwest Communications, Seattle WA
MANAGER BILLING SERVICES – BUSINESS MARKETS GROUP

03/2007 – 11/2008

Responsible for end to end adjustment management operations for the Business Markets Group. Including; setting the vision and strategic direction for adjustment management, establishing measurable objectives to achieve corporate revenue targets, reviewing and developing processes to ensure efficiency, productivity and excellent customer service by building partnerships to manage customer relationships, retain revenue and earn new business.

- Coached, lead and developed an organization of 55 employees in multiple locations across the USA.
- Partnered with Communication Workers of America (CWA) to manage occupational staff under the guidelines of the CWA/Qwest Bargaining Agreement which included contract interpretation, dispute resolution, local agreements, entitlement/benefit application and all other bargained for terms.
- Established objectives and measurement tools for billing and adjustment teams focusing on productivity and a method to monitor and improve efficiencies by 5% year over year.
- Engaged with executive leadership team on a weekly and monthly basis to track progress and strategy.
- Responsible for monthly financial reporting of revenue impacts due to billing credits and debits for Business Markets Group.
- Management of Qwest E-rate program to monitor compliance to the controls and measurements established by the Federal Universal Service Fund guidelines.
- Training development for front line billing staff, sales teams, sales support teams and outsourced vendor teams on Adjustment Management creating a focus on how billing processes impacted the customer experience and providing tools to improve the customer experience at each touch point.
- Established and monitored controls compliant with Sarbanes-Oxley guidelines for adjustment approvals and processing.
- Established culture of customer service through data collection and analysis of customer expectations regarding billing and adjustment disputes.
- Proactively identified approaches to reduce customer disputes and associated revenue impact through data collection and analysis.
- Project management of large, cross-organizational initiatives such as organizational realignment, strategic vendor use and end to end customer experience improvement.
- Responsible for analysis of adjustment management in relation to the general ledger by establishing internal audit controls for adjustment management including pre-bill and first bill reviews to ensure billing accuracy.

Qwest Communications, Seattle WA
SUPERVISOR TECHNICAL SUPPORT – BUSINESS MARKET GROUPS

12/2000 – 03/2007

Responsible for operational teams that provide customer care for order entry, billing support and adjustment management. Coach and lead teams toward meeting and exceeding organizational objectives and goals to increase productivity and provide an exceptional customer experience. Create a culture of excellence in customer service through interdepartmental partnerships.

- Coach, lead and develop a team of 18-20 service delivery coordinators.
- Partner with Communication Workers of America (CWA) to implement office policy and guidelines compliant with the CWA/Qwest bargaining agreement resulting in a work environment of collaboration and team work.
- Measure team against business unit objectives on a monthly basis to ensure a positive customer experience and identify areas for process improvement/development.
- Manage tracking and monitoring of employee usage of the Family Medical Leave Act.
- Managed staffing issues including hiring, progressive discipline, attendance and employee relations.
- Partner with peer team to establish common goals and expectations among the service delivery coordinator job title resulting in a consistent customer experience across the organization.
- Project manage business unit projects including development of a continuous improvement plan for employees, staffing location, team reorganizations and implementation of end to end processes.
- Proactively identify process improvements and create business unit initiatives to implement changes and improve efficiency and productivity.

Qwest Communications, Seattle WA
LOAD RESOURCE MANAGER – COMPLEX SERVICES

09/1999 – 12/2000

Responsible for load resource strategy for the network complex services organization. Manage entitlement time, day off requests, daily work load projections and attrition risks.

- Supervise a team of four data specialists.
- Develop resource models for work load and productivity for the network design and implementation of complex services.
- Partner with Communication Workers of America (CWA) and Qwest Labor Relations to identify and implement resource strategies compliant with the CWA/Qwest bargaining agreement.
- Foster partnerships with CWA local union representatives to successfully implement resource management strategies and identify win/win scenarios.
- Bargain with CWA local union toward local agreements that modified specific contract language and provided more flexibility for resource management and Qwest's ability to respond to employee's time off requests.
- Establish thresholds for time off requests on a daily, weekly and monthly basis.
- Provide daily, weekly and monthly reporting for work load trends and projections.
- Act as subject matter expert regarding entitlement, FMLA, attendance and disciplinary labor relation issues.

US WEST Communications, Seattle WA
LOAD RESOURCE ADMINISTRATOR/RESOURCE ALLOCATION SPECIALIST

04/1998 – 09/1999

Responsible for load resource strategy for field technicians and load resource specialists in the Mass Markets business unit.

- Supervise a team of six data specialists to administer entitlement time and attendance tracking for 900 field technicians and 77 load specialists in Washington State.
- Develop and implement a resource strategy for the field technicians and load specialists so that business unit objectives could be met for repair commitments and installation commitments for customers.
- Develop and implement a systematic tool for communicating with the field regarding entitlement time and attendance issues.
- Bargain with local union to establish local agreements that met the needs of the business and the employees and allowed for improved efficiencies and productivity.

- Act as subject matter expert regarding entitlement, FMLA, attendance and disciplinary labor relation issues.

US WEST Communications, Salt Lake City UT

07/1997 – 04/1998

CUSTOMER SERVICE MANAGER (REPAIR CALL HANDLING CENTER)

Responsible for supervising a team of 24 repair service attendants to take calls on an automatic call distribution system. Responsible for center level metrics regarding call handling time, average wait time and percent of calls answered in 30 seconds or less.

- Coach, lead and develop a team of repair service attendants.
- Monitor and report daily results to center leadership regarding center metrics.
- Handle customer escalations and identify methods for improving the customer experience.
- Partner with Communication Workers of America and Qwest Labor Relations to effectively manage to the terms of the CWA/Qwest bargaining agreement.

US WEST Communications, Seattle WA

06/1995 – 07/1997

REPAIR SERVICE ATTENDANT

Responsible for answering incoming calls for the Repair Call Handling Center and delivering exceptional customer service.

- Answer calls and initiate customer repair tickets for residential and small business customers.
- Participate in office special projects including editing the office news letter, serve as floor support for computer issues and back-up data specialists at the work force management desk.
- Serve as Acting Resource Allocation Specialist from 6/1996 – 9/1996.

EDUCATION

University of Phoenix, Tukwila WA

2002 – 2004

- Bachelor's of Science, Business Management

University of Utah, Salt Lake City UT

1993 – 1997

Bachelor's of Science, Political Science & Communications

College of Eastern Utah, Price UT

1991 – 1993

Associate's of Science

COMMUNITY INVOLVEMENT

Three Dollar Bill Cinema, President, Board of Directors

2004 - 2010

Seattle Lesbian, Gay, Bisexual, Transgender Commission

July 23, 2014

16 members, confirmed by City Council, who serve a term of 2-years*:

- 7 appointed by Mayor, confirmed by City Council
- 7 appointed by City Council
- 1 appointed by the Commission, confirmed by City Council
- 1 Get Engaged Member, appointed by Mayor who *serves a single term of 1-year

D	G	Name	Appointed	Term Ends	Term #	Position	Appointed By
6	M	Douglas Hamilton		4/30/16	1 st		City Council
2	M	Anthony Olweny	09/30/13	4/30/15	1 st		City Council
2	M	Gilbert Archuleta		4/30/16	1 st		City Council
6	M	Gunner Scott		4/30/15	1 st		City Council
6	F	Susan Snyder	09/30/13	4/30/15	1 st		City Council
		VACANT		4/30/14	1 st		City Council
6	M	Mitch Hunter	09/30/13	4/30/15	1 st		City Council
		VACANT	09/30/13	4/30/15	1 st		Commission
2	F	NaaSira Adeeba	04/30/10	4/30/16	4 th		Mayor
		VACANT		4/30/14	1 st		Mayor
1	F	Sabina Neem	3/22/12	4/30/16	1 st	Co-chair	Mayor
6	M	David W. Howenstine	09/22/12	4/30/16	1 st		Mayor
6	M	VACANT	09/30/13	4/30/15	1 st		Mayor
5	F	Luzviminda (Lulu) Carpenter	09/30/13	4/30/15	1 st		Mayor
6	M	Mac McGregor	09/30/13	4/30/15	2 nd		Mayor
		Joey Hunziker	09/30/13	9/01/14	1 st	Get Engaged	Mayor

Diversity Roster

	(1)	(2)	(3)	(4)	(5)	(6)				
	Men	Women	Vacant	Minority	Asian-American	African-American	Hispanic Latino	Native-American	*Other	Caucasian
Mayor	2	3	2	3	1	1	0	0	1	2
Council	5	1	1	2	0	2	0	0	0	4
Commission	0	0	1	0	0	0	0	0	0	0
Get Engaged	1	0		0	0	0	0	0	0	1
Total	8	4	4	5	1	3	0	0	1	7