

GLORIA MAYO

Systems Engineer | Product Owner | Software Quality & Digital Project Management

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PROFESSIONAL SUMMARY

Systems Engineer with 15+ years of experience in public-sector IT platform administration, software quality assurance under ISO 9001, and digital project coordination in Colombia, combined with hands-on operational experience in Canadian logistics since relocating in 2020. Registered Microsoft Partner pursuing the Dynamics 365 Sales Functional Consultant Associate certification, and founder of AppointSuite, an independent CRM/booking SaaS product whose end-to-end delivery — from requirements to production deployment — she led using AI-assisted development. Seeking to bring quality assurance discipline and bilingual, multicultural adaptability to a technical support, systems administration, or project coordination role in Canada.

PROFESSIONAL EXPERIENCE

Founder & Product Owner — AppointSuite

2026 – Present

Independent SaaS Project | Remote / Canada

- Led the delivery of a Python/Django SaaS solution using AI-assisted development, from requirements through production deployment.
- Defined the functional data model and core business workflows: appointment scheduling, customer management, reminders, and reporting.
- Coordinated solution design, client onboarding, and production deployment.
- Worked directly with small-business owners to gather requirements, validate functionality, and iterate on product improvements based on customer feedback.
- Managed the product roadmap, stakeholder communication, and client relationships, including a live implementation for a real Canadian business (Vaughan Sewing).
- Portfolio and live project demos: gloriamay.com

Machine Operator, ISO-Certified Facility

2022 – Present

Costco Canada | Vaughan, ON

- Perform receiving, inventory control, and truck-loading operations under Costco's ISO-certified quality and safety protocols.
- Certified forklift and electric pallet jack (EPJ) operator; certified in food-handling safety standards and Transportation of Dangerous Goods (TDG), Canada (2025).
- Apply Canadian workplace compliance standards daily in a high-volume, English-speaking logistics environment.

University Professional, Systems Department

2008 – 2020

Government of Antioquia | Colombia

- Administered and provided technical support for ISOLución, the institutional ISO 9001:2015 quality-management platform; planned annual software contracting and implemented new system versions.
- Performed quality testing on institutional platforms, logged QA activity, filed non-conformity reports, and drove corrective actions to resolve compliance issues.
- Led requirements gathering and supervised third-party development of SIVICO, a mobile system for departmental revenue surveillance and control.
- Planned, researched, and supervised annual procurement of Microsoft and Adobe corporate software, and network-security software acquisitions.
- Delivered technical platform support to institutional end users.

IT Contractor, Data Management (MECI System)

2008

IDEA – Institute for the Development of Antioquia | Colombia

- Entered, validated, and managed data within the government's MECI quality-management system.

Administrative & Technical Support Roles

1989 – 2007

Early Career | Medellín, Colombia

- 18 years of prior experience in administrative management, technical help-desk support, and software sales, including secretarial and management-support roles at CDO Business Group, help-desk support at Empresas Públicas de Medellín, and sales direction at Standard Systems, a technology company she co-owned.

TECHNICAL SKILLS

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| <ul style="list-style-type: none"> • Institutional Platform Administration & Technical Support (ISOLución, SIVICO, MECI) • Software Quality Assurance & Testing (ISO 9001:2015) • Software & Technology Procurement, Vendor Contracting • Requirements Gathering & Vendor Supervision • Risk Management Frameworks (ISO 31000) | <ul style="list-style-type: none"> • Microsoft 365 · Microsoft Partner Network · Dynamics 365 Sales (in progress) • Python & Django (AI-assisted development) • Foundational HTML & CSS • Git & GitHub (via VS Code / AI-assisted workflows) • Data Management & IT Systems Administration |
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PROFESSIONAL COMPETENCIES

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| <ul style="list-style-type: none"> • Digital & Software Project Coordination • Administrative & Document Management • Customer Focus & Professional Written Communication | <ul style="list-style-type: none"> • Organization, Prioritization & Deadline Management • Cross-Functional Collaboration & Problem Solving • Bilingual Communication & Multicultural Adaptability |
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EDUCATION

Bachelor's Degree in Systems Engineering — Antonio Nariño University, Bogotá, Colombia (2008). Thesis: mobile software development in Java/SQL

Technologist in Data Systematization — Antonio Nariño University (2005). Thesis: design and development of a Document Manager

Specialization in State Contracting — University of Medellín (2017)

Law Studies (4 semesters, not completed) — C.U. de Colombia (2013)

PROFESSIONAL DEVELOPMENT

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| <ul style="list-style-type: none"> • Microsoft Partner Network Member; pursuing Dynamics 365 Sales Functional Consultant Associate (MB-210) • SQL Fundamentals — academic certifications, Colombia (2008) • Transportation of Dangerous Goods (TDG) Certification, Canada (2025) | <ul style="list-style-type: none"> • Certified Forklift & Electric Pallet Jack (EPJ) Operator, and Food-Handling Safety Certification, Canada • ISO 31000 Risk Management • Quality Management Systems / Quality in Software Development • Public Procurement (State Contracting) • English as a Second Language — ongoing (Toronto immersion program) |
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LANGUAGES

Spanish: Native

English: Professional working proficiency in reading and writing; conversational proficiency in progress