



BUSINESS OPERATIONS & SYSTEMS SUPPORT ASSOCIATE

LANGUAGES: ENGLISH (FLUENT) | SPANISH (NATIVE)

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PROFESSIONAL SUMMARY

Executive Assistant and Digital Operations Specialist with experience supporting founders and small teams in organizing business operations, workflows and internal systems. Skilled in executive coordination, process implementation and operational support in fast-paced remote environments. Known for improving internal organization, streamlining client management processes and supporting cross-team collaboration. Experienced working remotely with international teams and coordinating stakeholders across departments

CORE SKILLS

- Executive Support
- Business Operations
- Workflow & Process Implementation
- Project Coordination
- Client & Lead Management
- Cross-Team Communication
- Process Optimization
- Operational Systems
- Remote Collaboration

DIGITAL TOOLS

- Google Workspace
- ClickUp / Project Management Tools
- CRM Platforms
- Calendly / Scheduling Tools
- Digital Forms & Client Intake Systems
- Website Builders
- Social Media Management Platforms

PROFESSIONAL EXPERIENCE

DIRECTOR OF BRAND DEVELOPMENT / DIGITAL OPERATIONS

New Age Cabinetry & Coating – Remote (US)
Feb 2022 – 2025

Led digital operations and workflow implementation to improve client management and internal coordination across multiple departments.

- Designed and implemented client intake workflows and lead tracking systems to organize incoming inquiries and follow-ups.
- Built structured communication pipelines supporting 3 departments, improving coordination between sales, operations and client management.
- Implemented digital tools and automation processes that streamlined internal workflows and reduced manual coordination.
- Optimized digital systems used for day-to-day operations, improving usability and internal visibility.
- Supported company leadership in organizing internal processes and operational workflows.

EXECUTIVE ASSISTANT TO CEO

On The Revel – Remote
Feb 2022 – Mar 2024

Provided executive and operational support in a remote environment, coordinating communication, scheduling and internal processes.

- Managed executive calendar and coordinated 20+ meetings monthly with internal team members and external partners.
- Facilitated communication between leadership and collaborators to maintain alignment on priorities and project timelines.
- Organized meeting logistics, follow-ups and documentation for strategic discussions.
- Assisted with implementation of internal workflow organization and operational improvements.

MARKETING & CLIENT COMMUNICATIONS CONSULTANT

Freelance – US Clients
Jul 2021 – Feb 2023

Supported small businesses in marketing strategy, digital communications and client engagement initiatives.

- Developed digital communication strategies to improve brand visibility and client outreach.
- Created marketing content and managed social media presence across platforms.
- Assisted clients with marketing coordination and digital engagement strategies.

BUSINESS OPERATIONS MANAGER

Bling Salon & Spa – Guadalajara, Mexico
Jun 2019 – Jun 2021

Managed daily business operations and administrative coordination for a service-based business.

- Oversaw operational administration, scheduling and internal coordination.
- Assisted HR processes including recruitment, onboarding and staff support.
- Managed social media presence and customer communication channels.
- Supported leadership in organizing daily operations and improving internal structure.

PERSONAL ASSISTANT (BILINGUAL)

Private Client – Guadalajara, Mexico
Jun 2019 – Jun 2021

Provided administrative and logistical support for a U.S.-based client.

- Coordinated scheduling, appointments and bill payments.
- Managed administrative tasks and personal organization.
- Maintained professional communication entirely in English.

EDUCATION

ESCUELA BANCARIA COMERCIAL

2020 - 2023

Skillmaster - Business Administration & Marketing

- Business analysis and diagnostics
- Strategic planning and decision-making
- Marketing and financial fundamentals
- Operational management
- Practical problem-solving in business environments