GIOVANNA FUENTES

Senior Executive Assistant | Business Operations & Project Management

Executive Support | Operations | Customer Service | KPI Reporting | AI-Enabled Productivity

Clermont, Florida | Open to Remote, Hybrid, and On-Site | Authorized to work in the U.S., no sponsorship required

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PROFESSIONAL SUMMARY

Senior Executive Assistant and Business Operations professional with 20+ years of experience supporting C-level executives, founders, and regional leadership in multinational and remote environments. Combines executive support (calendar and inbox management, domestic and international travel, confidential communications) with operations and project management (vendor negotiation, budgets, SOPs, cross-functional coordination). Results include up to 25% gains in operational efficiency, 15% travel cost savings, travel programs for 500+ employees, and 95% client retention. Currently building data analysis skills (SQL, Python, Tableau, Power BI) through the TripleTen Data Analyst Bootcamp. Bilingual Spanish/English and an advanced user of AI productivity tools.

CORE COMPETENCIES

Executive Support: C-suite and founder support, calendar and inbox management, meeting and event planning, domestic and international travel coordination, executive communications and briefings, confidential information management

Operations and Project Management: PMBOK-based project coordination, workflow and standard operating procedure (SOP) development, vendor and contract negotiation, budget and expense management, facilities management, stakeholder coordination

Customer Service and Client Relations: client account management, issue resolution and escalation, service follow-up, client retention, bilingual customer support (Spanish/English)

Reporting and Data: KPI tracking, management reporting, Excel dashboards; foundational data cleaning, exploratory data analysis, and data visualization (in progress)

PROFESSIONAL EXPERIENCE

Founder and Remote Business Manager | Senior Executive Assistant (Freelance, Part-Time) **2022 – Present**

Gio Digital Solutions | Remote executive support for founders and small businesses

- Manage calendars, high-volume inboxes, and priority tracking for founders and entrepreneurs across multiple time zones, sustaining a 100% client retention rate.
- Cut administrative turnaround time by 30% by standardizing documentation, meeting-to-action follow-up, and task tracking in Notion, Microsoft 365, and CRM systems.
- Designed AI-assisted workflows with Claude, ChatGPT, Microsoft Copilot, and Zapier for meeting summaries, email drafts, research briefs, and status reports, giving leaders faster visibility into priorities and next steps.
- Planned complex domestic and international travel itineraries with 100% on-time delivery using repeatable travel checklists and vendor contact systems.

Business Manager **2020 – 2025**

CIA. Industrial y Comercial Amazon SAC | Manufacturer of water tanks, cisterns, and biodigesters

- Improved operational efficiency and customer satisfaction by approximately 25% by restructuring customer follow-up processes and standardizing documentation for a remotely managed, family-owned manufacturer.
- Reduced supplier and client response times by 20% by centralizing operational reporting and implementing structured follow-up with internal and external stakeholders.
- Built Excel-based KPI tracking for sales, inventory, and expenses, accelerating leadership reporting turnaround by 15% and giving ownership clearer visibility for decisions.
- Coordinated administrative, commercial, and customer-facing operations across 3 product lines in direct partnership with ownership.

Real Estate Manager **2016 – 2019**

ABB S.A. | Multinational engineering and technology company

- Reported directly to the CEO and Regional Real Estate Manager, managing vendor contracts, service-level agreements, and preventive maintenance across 2 corporate sites supporting 300+ employees.
- Reduced operational costs by 20% and service delays by 20% through vendor renegotiation, preventive planning, and vendor performance tracking.
- Delivered 5 capital improvement projects on time by coordinating directors, regional leadership, security teams, and vendors.
- Maintained 100% regulatory compliance and delivered monthly executive compliance reports to C-suite and regional stakeholders.

Country Travel Manager **2012 – 2016**
ABB S.A.

- Directed corporate travel operations for 500+ employees, directors, and executives nationwide, coordinating budgets, approvals, and security with the Chief Financial Officer, Human Resources, and Country Security Manager.
- Reduced travel costs by 15% by negotiating airline, hotel, and vendor agreements without compromising service quality.
- Achieved 98% on-time itinerary accuracy for complex executive travel and maintained zero compliance violations across travel and expense documentation.

Corporate Account Manager **2005 – 2012**
Carlson Wagonlit Travel | Global corporate travel management company

- Served as senior point of contact for 10+ multinational client accounts, sustaining 95% account retention through proactive communication and consistent service reporting.
- Resolved urgent travel disruptions, schedule conflicts, and service complaints for executives and corporate travelers in a high-volume environment.
- Supervised a team of 5 and improved service-quality metrics by 20% by standardizing reporting and account-management processes.

SELECTED PROJECTS

Operations KPI and Executive Reporting System **Work Project | 2021**
Description: Leadership lacked a single view of sales, inventory, expenses, and pending customer orders. Designed a centralized tracker and a monthly management report with KPIs and projections.
Skills and tools: Microsoft Excel (pivot tables, macros), Google Sheets, Notion, KPI reporting
Result: Leadership reporting delivered 15% faster; customer satisfaction improved by about 25%.

AI-Enabled Executive Support Workflow **Freelance Project | 2024**
Description: Founders were losing time to scheduling conflicts, scattered notes, and missed follow-ups. Built an integrated system connecting calendar, task board, and AI assistants for meeting notes, drafts, and weekly status reports.
Skills and tools: Google Workspace, Microsoft 365, Notion, Zapier, Claude, ChatGPT, Microsoft Copilot
Result: Administrative turnaround time reduced by 30% with 100% client retention.

Business Data Analysis Projects (In Progress) **TripleTen Bootcamp | 2026**
Description: Academic projects analyzing business datasets to answer operational and customer questions through data cleaning, exploratory analysis, SQL queries, and dashboards for non-technical stakeholders.
Skills and tools: SQL, Python (pandas), Tableau, Power BI (foundational, in progress)
Result: Applying analytical methods to executive reporting and operational decisions. Project details available in online portfolio.

EDUCATION AND PROFESSIONAL DEVELOPMENT

- Bachelor's Degree in Business Management — San Ignacio de Loyola University
- Data Analyst Bootcamp (Certificate) — TripleTen | In Progress
- Project Management Training based on PMBOK (218 hours) — Projectum Institute and OSARCA | 2024
- Growth Marketing and Artificial Intelligence — American Business College | 2023
- Specialization in Supply Chain Management — Pacífico University | 2017
- Diploma in Human Resources Management — San Marcos University | 2015

TECHNICAL SKILLS AND TOOLS

Productivity and Collaboration: Microsoft 365 (Outlook, Excel, Word, PowerPoint, Teams), Google Workspace (Gmail, Calendar, Drive, Sheets, Meet), Slack, Zoom
Project and Workflow Management: Notion, Asana, Trello, ClickUp, Monday.com, Zapier, CRM platforms, digital records management
Data Analysis and Visualization: Microsoft Excel (pivot tables, macros); SQL, Python (pandas), Tableau, Power BI (foundational, in progress)
Artificial Intelligence Tools: Claude, ChatGPT, Microsoft Copilot, Google Gemini, NotebookLM, Gamma
Design and Content: Canva, CapCut, Adobe Acrobat Pro

LANGUAGES

Spanish — Native | English — Professional Working Proficiency | Portuguese — Intermediate