

Claudia Marlene Castillo De Vásquez

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Dominican Republic

Project Manager | Business Process Optimization Expert

Dynamic and results-driven Project Manager with 5 years of experience specializing in business administration, process optimization, and event planning. Proven track record of successfully leading cross-functional teams, streamlining operations, and managing high-priority projects from initiation to completion. Adept at working closely with C-suite executives, offering strategic insight as a personal and executive assistant to the CEO. Skilled in optimizing business processes and delivering seamless projects that align with organizational goals. Passionate about creating a positive impact through collaboration, efficiency, and continuous improvement.

Core Competencies

- Project Management & Leadership
- Business Process Optimization
- Event Planning & Coordination
- Cross-functional Team Collaboration
- Risk Assessment & Mitigation
- Time Management & Prioritization
- Executive Assistance & Support
- Strategic Planning & Execution
- Budget & Resource Management
- Stakeholder Communication
- Problem Solving & Decision Making.

Professional Experience

Executive & Personal Assistant to the CEO

TECLA

April - June 2024

- Managed CEO's calendar, appointments, travel, and email correspondence for efficient time management.
- Maintained confidentiality of sensitive documents and ensured compliance with corporate policies.
- Coordinated executive meetings, prepared agendas, and managed logistics for seamless execution.
- Provided administrative support including expense tracking, budget management, and office supplies.
- Assisted with special projects, conducted research, and prepared reports to support decision-making.
- Created graphical reports from market analysis and web research for board meetings.
- Liaised between CEO, internal teams, and external stakeholders to ensure smooth communication.
- Supported CEO's decision-making with data-driven insights and strategic recommendations.
- Coordinated CEO's participation in events, conferences, and networking opportunities.
- Collaborated with other executive assistants and department heads to ensure operational efficiency.

Customer Support & Administrative Assistant

Refine Cleans USA

July 2023 - March 2024

- Coordinated client appointments using digital tools, ensuring efficient resource allocation and timely service delivery.
- Maintained accurate records of employee hours for payroll and attendance tracking.
- Developed engaging content for social media, email newsletters, and websites to improve customer engagement and retention.
- Organized virtual meetings, including agenda setting, invitations, and minute-taking, ensuring effective communication.
- Generated client invoices and tracked payments, managing outstanding balances as needed.
- Utilized CRM software to maintain client databases and employee records, optimizing processes for enhanced productivity.
- Provided exceptional customer service, addressing client inquiries and ensuring customer satisfaction through effective communication.

CEO's Administrative & Personal Assistant

Dream City

July 2020 - June 2024

- Managed CEO's calendar, appointments, travel, and email correspondence for efficient time management.
- Maintained confidentiality of sensitive documents and ensured compliance with corporate policies.
- Coordinated executive meetings, prepared agendas, and managed logistics for seamless execution.
- Provided administrative support including expense tracking, budget management, and office supplies.
- Assisted with special projects, conducted research, and prepared reports to support decision-making.
- Created graphical reports from market analysis and web research for board meetings.
- Liaised between CEO, internal teams, and external stakeholders to ensure smooth communication.
- Supported CEO's decision-making with data-driven insights and strategic recommendations.
- Coordinated CEO's participation in events, conferences, and networking opportunities.
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EDUCATION

Master in Project Management PMP

European Postgraduate Center - CEUPE - Spain
2025

Bachelor's Degree in Business Administration

Open University for Adults UAPA

TECHNICAL SKILLS

- Project Management Tools: Asana, Monday.com, Trello, JIRA, Microsoft Project
- CRM: Salesforce, HubSpot
- Office Suite: Microsoft Office, Google Workspace
- Collaboration: Slack, Zoom, Microsoft Teams
- Budgeting & Forecasting Tools: Excel, QuickBooks