

STHEFANEE GALVEZ

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PROFESSIONAL SUMMARY: The Conversion Catalyst

A highly driven and versatile executive-level professional with over 5 years as a Virtual Executive Assistant and Digital Strategist, specializing in **AI & Automation, Marketing, Sales, and high-stakes Financial/HR Operations**. As the Founder of Remote Sell Essence, I have a proven history of enhancing digital presence, streamlining operations (increasing efficiency by **30%**), and driving revenue (boosting overall profitability by **20%**). I am fluent in English and Spanish, and proficient in high-conversion tools like **HubSpot, Salesforce, GoHighLevel, and Gusto**, focused on delivering exceptional, measurable results.

KEY QUANTIFIED IMPACT (The Value Proposition)

- **Financial Compliance & Accuracy:** Managed the complete payroll lifecycle for **30 staff** using Gusto, ensuring strict compliance with labor regulations.
- **Efficiency Gains:** Increased overall business efficiency by **30%** by implementing automated administrative systems.
- **Sales Conversion:** Consistently achieved a **40%+ conversion rate** on scheduled appointments/presentations, exceeding monthly sales targets by **40%**.
- **Client Retention:** Achieved a **95% client retention rate** over five years.
- **Brand Growth:** Grew customer reach by **25%** through strategic use of AI and increased social media follower growth by **75%**.
- **Revenue Generation:** Collaborated with the sales team to generate **\$500,000+ in new business revenue**.

CORE EXPERTISE (The Deliverables)

Area	Key Skills	Tools
Financial & HR Ops	Payroll Management (30+ Staff), Tax Filings Compliance, Gusto Administration, Invoice Generation, Financial Data Analysis	Gusto, Google Spreadsheets, QuickBooks Online
AI & Automation	AI-driven workflow design, Prompt Engineering, SOP creation, Workflow Optimization	Zapier, Make, ChatGPT
Sales & Marketing	Sales Funnel Optimization, KPI Analysis, Targeted Campaigns, Contract Negotiation	HubSpot, GoHighLevel, Stripe, Sender.net
Bilingual Advantage	Native/Bilingual Spanish and English proficiency, Policy Translation, Recruitment Screening	N/A

PROFESSIONAL EXPERIENCE (The Proposed Solution)

Billing and Payroll Virtual Assistant: Financial Compliance & Risk Management

Quality Touch Community Care | Remote | November 2025 – Present

- **Full Payroll Lifecycle Management:** Manage the complete payroll lifecycle for **30 staff** using Gusto, ensuring accurate bi-weekly/monthly payments, tax filings, and strict compliance with labor regulations.
- **Financial Risk Mitigation:** Perform rigorous financial data analysis using Google Spreadsheets to track, reconcile, and generate client invoices, proactively identifying and correcting cost discrepancies.
- **Critical Bilingual Compliance:** Translate critical company policies, HR documents, and internal communications from English to Spanish (and vice versa) to ensure full comprehension and **compliance** across the diverse team.

- **HR Onboarding & Vetting:** Provide comprehensive onboarding assistance for new hires. Conduct initial interviews and pre-screening calls to assess qualifications and **bilingual communication skills**.
- **Website & Communication Control:** Maintain and update corporate website content and staff directories using GoDaddy, guaranteeing all online information is current, accurate, and accessible.

CEO & Executive Operations Strategist: Driving AI-Powered Business Growth & Efficiency

Remote Sell Essence | Remote | April 2020 – Present

- **Boosted overall profitability by 20%** through precise trend analysis and strategic contract negotiations.
- **Increased overall business efficiency by 30%** by implementing automated administrative systems and project tracking (GoHighLevel, Notion, Dubsado, ClickUp).
- **Achieved a 95% client retention rate** over five years by cultivating robust client relationships and delivering tailored, proactive service.
- **Pioneered AI-Driven Market Growth:** Identified micro-trends and grew customer reach by **25%** through the strategic use of AI.
- **Optimized Digital Presence:** Developed and executed a social media content strategy that led to a **75% increase** in follower growth and a **60% boost** in post engagement.
- **Managed Executive-Level Financials:** Oversaw full-cycle executive support, utilizing tools like GoHighLevel to ensure a **100% on-time payment rate**.

Virtual Executive Assistant & HR Pipeline/Compliance Manager

Quality Touch Community Care | Remote | May 2025 – Nov 2025

- **HR Pipeline Management:** Owned the initial candidate management process, scheduling Zoom/Google Meet interviews for potential candidates (DSP, Receptionist, etc.) with hiring managers.
- **Compliance & Onboarding Execution:** Initiated the formal onboarding process by deploying crucial DocuSign documents and managing pre-employment steps (drug tests, background checks, fingerprinting appointments).

- **Risk Mitigation:** Maintained compliance by preparing and completing periodic client notes checking by required deadlines.
- **Client Outreach & Billing Support:** Conducted proactive outreach (via phone and email) to Support Coordinators for CBS clients to determine service tiers and request updated Service Delivery Receipts (SDRs) required for billing.

Talent Acquisition Partner

THCO - We Are Hiring | Remote (Contract) | January 2024 – April 2025

- **Revenue Generation:** Collaborated with the sales team to generate **\$500,000+ in new business revenue**.
- **Appointment Conversion:** Scheduled over 100 qualified appointments daily, consistently achieving a **40% appointment-to-sale conversion rate**.
- **Strategic Sourcing:** Utilized Talen.ai to pinpoint potential clients in Finance, Tech, Healthcare, Hospitality, Retail, & Architecture, targeting companies with latent hiring needs.
- **Revenue Growth:** Achieved revenue growth of **10% quarter-over-quarter** by effectively qualifying prospects through cold outreach.

Sales Specialist

Blxck One Group | Remote (Contract) | January 2024 – April 2025

- Exceeded monthly sales targets by **40% or higher**, consistently achieving over **\$35,000 in revenue** within twelve months.
- Conducted over 50 product demonstrations and sales presentations per month, leading to a **40% conversion rate** for new accounts.
- Identified and escalated high-value opportunities, generating an additional **15% increase** in large-scale contract closures.
- Maximized sales revenue through upselling products and services, utilizing loyalty programs, referral programs, and financing options.

Appointment Setting Specialist - B2B Sales Development

TeamingPro | Remote (Contract) | May 2021-December 2023

- Achieved a daily average of **100+ qualified appointments**, significantly contributing to the sales pipeline.

- Maintained a consistent appointment-to-show rate of **80%** through effective follow-up strategies, maximizing sales team efficiency.
- Collaborated with sales closers to maintain **40%+ conversion rate** on scheduled appointments.

Regional Sales Partner

Fleekminds | Remote (Contract) | April 2020-April 2021

- **Exceeded regional sales and revenue targets** by expanding market share and building a robust sales pipeline.
- Managed the full sales cycle, from preparing compelling proposals and quotes to expertly negotiating contract terms and pricing.
- Analyzed complex client business needs to propose and deliver tailored software project and IT staff augmentation solutions.

Administrative Assistant

Our Lady of Mt. Carmel - St. Benedicta - St. Mary of the Assumption Roman Catholic Church | Staten Island, United States | January 2019-March 2020

- Improved office efficiency by **20%** through optimized scheduling, document management, and workflow enhancements.
- Reduced average response time to inquiries by **25%**, resulting in increased customer satisfaction.

Online Tutor

UPchieve | Remote | January 2016 - December 2018

- Improved student average grade by **15%** based on pre- and post-tutoring assessments.
- Achieved a student satisfaction rating of **90%** based on feedback surveys.

Administrative Assistant

Bellevue Hospital Center - Dermatology Department | New York, United States | January 2013-January 2015

- Completed daily administrative tasks **20% faster than deadlines**.

- Improved interdepartmental communication efficiency by **15%** through streamlined processes.

Third-Grade Teacher Assistant

P.S. 10 A Magnet School for Math, Science, and Technology | Brooklyn, United States |
January 2012 - January 2013

- Increased academic outcomes for **70% of underperforming students**, utilizing differentiated instruction methods.
- Achieved a **95% student engagement rate** through innovative activities and lesson plans.

EDUCATION

- **Bachelor of Arts (BA): Psychology and Mathematics** | Hunter College, New York, NY | January 2022

CERTIFICATIONS

- **Strategic Use of AI for Entrepreneurship** (2024) - Applied strategies to grow customer reach by **25%**.
- **Digital Marketing Internship Program** (2024 - 2026) - Boosted organic site traffic by **40%**.
- **Certificado de culminación del Curso de Asistente Virtual** (Certificate of completion of the Virtual Assistant Course) (2024 - 2026)
- **Microtendencias y SEG** (Microtrends and ESG) (2024)

LANGUAGES

- **Spanish:** Native or Bilingual Proficiency
- **English:** Native or Bilingual Proficiency
- **French:** B2 Level - Full professional proficiency