

STHEFANEE GALVEZ

EXECUTIVE OPERATIONS PARTNER | SYSTEMS, AUTOMATION & REVENUE SUPPORT | ENGLISH-SPANISH

ONLINE BUSINESS MANAGER | OPERATIONAL LEADERSHIP FOR SCALING DIGITAL BUSINESSES

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PROFESSIONAL PROFILE

Online Business Manager and Executive Operations Partner with 6+ years of experience supporting founders, executives, and scaling businesses across real estate, healthcare, e-commerce, and B2B sales. Specializes in operational systems design, CRM management, workflow automation, bilingual team coordination, and high-level executive support. Proven track record managing multi-executive calendars, processing payroll for 30+ employees, generating \$500K+ in business pipeline, and automating workflows that recover 10+ hours weekly. Fluent in English and Spanish — delivering polished, culturally nuanced operations support across both languages.

CORE COMPETENCIES

Operations & Executive Support: Executive Calendar & Inbox Management • Travel Coordination • SOP Development • Workflow Automation • Meeting Facilitation

Financial & Administrative: Payroll Processing (Gusto) • Billing & Invoicing (QuickBooks) • Accounts Receivable • Contract Coordination • Document Preparation

CRM & Technology: GoHighLevel • Salesforce • Zapier • Trello • Slack • Google Workspace • Microsoft Office • DocuSign • Shopify • Amazon

Sales & Business Development: B2B Appointment Setting • Lead Generation • Pipeline Management • Market Research • Client Relationship Management

Languages: English (Fluent) • Spanish (Native) • French (Proficient) • Italian (Proficient)

PROFESSIONAL EXPERIENCE

Billing & Payroll Virtual Assistant

November 2025 – Present

Quality Touch Community Care | Virtual

- Manage payroll for 30+ employees using Gusto, ensuring accurate and timely processing.
- Reconcile timesheets, invoices, and billing records to resolve discrepancies before payment.
- Handle accounts receivable including payment posting, adjustments, and claims follow-up.
- Produce weekly QuickBooks invoicing with precise reporting to streamline dispute resolution.
- Track outstanding claims via Google Sheets to accelerate payment timelines.
- Bridge communication between HR and payroll departments in Spanish; support candidate screening and onboarding.

Executive Operations Partner

April 2020 – November 2025

Remote Sell Essence | Remote | New Jersey

- Managed calendars and scheduling for 5+ executives, reducing scheduling conflicts by 30% and increasing daily operational efficiency.
- Processed 200+ emails daily with a 98% inbox organization rate across executive accounts.
- Coordinated 15+ real estate closings monthly, ensuring full legal and documentation compliance.
- Automated workflows using Zapier, Slack, and Trello — recovering approximately 10 hours per week in operational overhead.
- Managed Shopify and Amazon storefronts achieving 4.8/5 customer satisfaction and reducing service response time from 12 hours to under 2.

- Generated 50+ qualified leads monthly for sales teams through targeted research and outreach.

Virtual Executive Assistant & Compliance Coordinator

May 2025 – November 2025

Quality Touch Community Care | Remote

- Coordinated candidate interview scheduling and candidate communications.
- Organized and submitted compliance documentation via DocuSign in accordance with regulatory requirements.
- Verified accuracy of service paperwork to support billing processes.

Talent Acquisition Partner

January 2024 – April 2025

THCO – We Are Hiring | Remote

- Contributed to \$500K+ in new business through strategic candidate referrals and outreach campaigns.
- Managed high-volume appointment scheduling in support of active sales team pipelines.
- Leveraged AI tools and research methodologies for candidate identification and qualification.

Sales and Marketing Specialist

January 2024 – April 2025

Black One Group | Remote

- Increased sales performance by 40%, averaging \$35,000+ in monthly revenue.
- Conducted product demonstrations and converted prospects into long-term clients.
- Prospected via cold outreach and LinkedIn, negotiating and maintaining client relationships.

Appointment Setting Specialist (B2B Sales Development)

May 2021 – December 2023

TeamingPro | Remote

- Set high-volume, qualified appointments to build and maintain a robust sales pipeline.
- Achieved 80% attendance rate for scheduled appointments.
- Managed CRM updates and collaborated with sales teams on appointment strategy and scheduling.

Regional Sales Partner

April 2020 – April 2021

Fleekminds | Remote

- Managed full sales cycle for enterprise clients, from prospecting through close.
- Negotiated agreements with senior stakeholders and prepared proposals supporting business development.

Administrative Assistant

January 2019 – March 2020

Our Lady of Mt. Carmel Church | Staten Island, NY

- Managed schedules, vendor communication, and daily office operations.
- Processed payroll inputs and maintained financial records.

Administrative Assistant

January 2013 – January 2015

Bellevue Hospital Center | New York, NY

- Managed patient scheduling and reduced booking errors.
- Processed insurance authorizations, billing documentation, and financial reconciliation.

EDUCATION & CERTIFICATIONS

Bachelor of Arts (BA) — Psychology & Mathematics

Hunter College, New York, NY | 2015 – 2022

Certifications

- Strategic Use of AI for Entrepreneurship — 2024
- Digital Marketing Internship Program — 2024–2026
- Virtual Assistant Certification — 2024–2026