



ELENA VARGAS

ADMINISTRATIVE & OPERATIONS
PROFESSIONAL | REMOTE

CONTACT

704-303-3624

elenavargas@virsiren.com

www.virsiren.com

Location: Remote

EDUCATION

**Certified Associate in
Project Management
(CAPM) – In Progress**

Project Management
Institute

CORE SKILLS

- Administrative & Executive Support
- Operations & Business Management
- Remote Team & Workflow Coordination
- Calendar, Inbox, and Scheduling Management
- Client Intake, Onboarding, and Follow-Ups
- Customer Retention & Client Experience
- Project Coordination & Task Tracking
- CRM & Internal Systems Management
- Documentation, SOPs, and Process Improvement
- Bilingual Communication (English / Spanish)

PROFESSIONAL SUMMARY

Administrative and operations professional with 8+ years of experience supporting business operations, leadership teams, and client-facing processes in remote environments. Strong background in business management, project coordination, and customer retention, with a proven ability to organize systems, manage priorities, and support long-term client relationships. Highly adaptable, bilingual, and currently pursuing CAPM certification.

PROFESSIONAL EXPERIENCE

Administrative & Operations Manager (Remote)
Tanica Therapeutics

2020-Current

- Oversee end-to-end administrative and operational functions for a wellness-based business
- Manage and maintain the company website, booking systems, scheduling, and business automations
- Support marketing and advertising efforts, workshop planning, and service rollouts
- Handle daily and monthly accounting, profit margin tracking, and sales goal monitoring
- Manage product inventory and operational readiness across services
- Serve as primary operations lead, enabling leadership to focus on client care

RELEVANT EXPERIENCE
HIGHLIGHTS ON NEXT PAGE



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RELEVANT EXPERIENCE HIGHLIGHTS

- Administrative experience since 2016, supporting leadership and business operations
- Business management experience since 2019, with a focus on operational efficiency
- Project management experience since 2021, coordinating timelines, deliverables, and tasks
- Customer retention and client experience focus since 2021, emphasizing communication and relationship-building
- Bilingual, supporting diverse clients and teams
- Quick learner of new software, CRMs, and operating systems

WORK STYLE & STRENGTHS

- **Highly organized and detail-oriented**
- **Proactive and reliable in remote environments**
- **Personable communicator who represents businesses with care**
- **Comfortable managing multiple priorities independently**