

ALYSSA DEMELO

Executive Assistant | Operations Specialist | Project & Business Operations Support

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PROFESSIONAL SUMMARY

Executive Assistant and Operations Specialist with 10 years at one AI-driven marketing tech company, promoted from Administrative Assistant to supporting the CEO and CFO directly, including six years fully remote. Known for fixing what causes the problem, not just scheduling around it: first documented SOPs in company history, six-figure budget, vendor contracts down 12%, and 100% operational continuity through a corporate acquisition. AI-fluent (ChatGPT, Copilot, Claude, Google AI Essentials certified). Expert in C-suite calendar and travel, inbox management, and SAP Concur.

SKILLS

- **Executive Support:** C-Suite Calendar Management, Strategic Scheduling, Inbox Management, Executive Travel Logistics, Meeting Logistics, Expense Management (SAP Concur), Confidential Records & High-Discretion Support, Cross-Functional & Stakeholder Coordination
- **Operations & Finance:** SOP Development & Process Improvement, Budget Oversight & Auditing, Vendor Contract Negotiation, Contract Administration, M&A Operations Support, Hiring & Onboarding, Project Coordination, Event Planning, Meeting Coordination, Compliance
- **Systems & Tools:** Microsoft 365 (Word, Excel, Outlook, PowerPoint, Teams), Google Workspace, SAP Concur, QuickBooks, Salesforce, Hubspot, Asana, Notion, Slack, Zoom, AI-Enabled Tools (ChatGPT, Microsoft Copilot, Claude)

PROFESSIONAL EXPERIENCE

DealerX | *Executive Assistant & Operations Specialist*

Jun 2020 - Jul 2026

- Executive Calendar & Workflow Support: Partnered with ownership and department heads to manage complex calendars and cross-functional coordination, fielding and prioritizing 25+ leadership requests weekly.
- Executive Travel Coordination: Booked and coordinated end-to-end business travel for the CEO and CFO, arranging flights, accommodations, and detailed itineraries and resolving schedule changes to keep trips on track.
- M&A & Business Continuity: Supported executive leadership through the company's acquisition process, maintaining 100% operational continuity for a 50+ person team throughout the transition.
- Confidential Records & Compliance: Oversaw confidential personnel records for 50+ employees, maintaining 100% documentation accuracy across new hire setup, employee changes, and terminations for six years.
- Process Optimization: Authored the company's first documented office procedures (SOPs), reducing new hire onboarding ramp-up time by two weeks; leveraged Asana and Notion to keep cross-departmental projects on track.
- Budget & Expense Management: Audited and oversaw a six-figure annual office budget, processing expense reporting through SAP Concur and identifying spending discrepancies to implement cost-control measures for leadership.
- Vendor Negotiation: Negotiated vendor contracts and directed purchasing for office and facility needs, reducing recurring office expenses by 12%.
- Operational Leadership: Led office administration and operations for a 50+ person company serving 200+ automotive dealer clients, overseeing facilities, vendor relationships, and compliance with company policy.

Administrative Assistant

Feb 2016 - Jun 2020

- Account & Data Integrity: Maintained accurate records for 100+ automotive dealer accounts, supporting data integrity across the company's AI-driven marketing platform.
- Meetings & Events: Organized logistics, venues, and catering for 20+ quarterly team meetings and annual retreats for 15+ staff, consistently achieving 90%+ employee participation.
- Purchasing Support: Consolidated office supply vendors and negotiated bulk purchasing terms, reducing recurring administrative supply costs by 8–10%.
- High-Volume Accuracy: Maintained high accuracy across daily high-volume data entry for 100+ dealer client accounts, ensuring zero disruption to account maintenance.

CERTIFICATIONS & EDUCATION

- SAP Learning: SAP Concur Travel & Expense Solutions Certificate
- Asana Academy: Workflow Specialist Certificate
- Notion Academy: Notion Advanced & Essentials Badges
- Google: Google AI Essentials Specialization Certificate
- Microsoft & LinkedIn: Career Essentials in Administrative Assistance Certificate
- Florida Department of State: Florida Notary Public (Commission Pending)