

AIMEE GOMEZ

EXECUTIVE OPERATIONS & ADMINISTRATIVE LEADER

New York, NY / 551-314-4860 / aimeecg92@gmail.com

CORE EXPERTISE

- Executive Operations & Strategic Support
- Executive Calendar, Meetings & Logistics
- Business Travel Coordination (30+ Trips Annually)
- Cross-Functional Project Management
- Executive Reporting & KPI Dashboards
- Budget & Labor Tracking
- Process Improvement & Workflow Design
- AI & Workflow Automation
- SOP Development & Documentation
- Vendor Management & Negotiation
- Team Coordination & Training

TECHNICAL SKILLS

Platforms

Microsoft Office Suite, Google Workspace, Monday.com (Advanced), Salesforce, Make.com, Monday WorkForms

Capabilities

AI Workflow Automation, KPI Reporting, Process Documentation

EDUCATION

Bachelor of Science in Communications

Miami Dade College

PROFESSIONAL SUMMARY

Executive operations and administrative professional with **10 years** of experience supporting senior leadership through strategic operations, executive support, travel coordination, and process optimization. Trusted to coordinate cross-functional initiatives across **7 departments**, support **50+** field technicians, and manage **40+** concurrent projects within a **200+** employee organization. Recognized for building scalable systems, producing executive reporting relied upon **weekly**, and leveraging automation to drive efficiency and operational excellence.

PROFESSIONAL EXPERIENCE

DGA SECURITY SYSTEMS | New York, NY

Installation Operations Coordinator

JAN 2020 – PRESENT

Strategic operations partner to senior leadership, overseeing operational coordination, executive support, reporting, and logistics for a 200+ employee organization.

- **Coordinate** operations across **7 departments**, serving as the central point of communication between leadership, Operations, Sales, Finance, Customer Success, Dispatch, Fire Administration, and Field Services.
- **Direct** the daily deployment and operational needs of **50+ field technicians**, managing schedules, resolving conflicts, and ensuring resources are aligned with business priorities.
- **Manage 40+** active installation projects simultaneously while balancing executive priorities, customer commitments, labor resources, and operational deadlines.
- **Coordinate 30+** business trips annually for executives and technicians, including flights, hotels, rental vehicles, ground transportation, and itinerary adjustments; negotiate changes with airlines, hotels, and Expedia.
- **Organize** executive meeting logistics and UL compliance audits, managing schedules, documentation, stakeholders, and vendors to ensure seamless execution.
- **Design** and deliver KPI dashboards and operational reports relied upon **weekly** by executive leadership to monitor labor utilization, budget adherence, project performance, and organizational trends.
- **Track** labor utilization and budget adherence across every project, identifying discrepancies and mitigating risks to protect profitability.
- **Lead 3** recurring cross-functional meetings each week, preparing agendas, documenting action items, and driving accountability across multiple departments.
- **Build** AI-powered workflow automations using Monday.com, Salesforce, Make.com, and AI tools that save hours of manual work and improve operational accuracy and visibility.
- **Develop** SOPs, process documentation, and training materials that standardize operations, improve onboarding, and enhance consistency across the organization.
- **Create** and implement the 30/60/90-day Customer Success workflow from concept through system build and rollout, improving the customer transition experience and internal efficiency.

CLEANALL SUPPLY | Miami, FL

Executive Administrative Assistant **APR 2016 – JAN 2019**

- Supported executive leadership with calendars, travel, communications, vendor coordination, and reporting.

EYE DESIGN NEW YORK | New York, NY

Client Consultation Specialist **JAN 2019 – NOV 2019**

- Managed appointments, client communications, and documentation in a high-volume medical practice.