

# VIVIANA UGALDE

Port Coquitlam, BC | 604-910-2597 | [viugalde@cloud.com](mailto:viugalde@cloud.com) | <https://www.linkedin.com/in/vivianaugalde/>

Experienced and resourceful professional with a strong background in executive support, operations coordination, and project management. Proven ability to manage complex schedules, prioritize competing demands, and maintain confidentiality in fast-paced environments. Skilled in strategic planning, process optimization, and cross-functional collaboration. Currently pursuing an MBA in Vancouver with a focus on project management and sustainability. Fluent in English and Spanish, with a demonstrated track record of delivering measurable results.

## SKILLS & ACCOMPLISHMENTS

- **Executive Calendar Management:** Coordinated complex schedules, meeting logistics, and travel arrangements for senior executives.
- **Confidentiality & Discretion:** Trusted to manage sensitive communications and maintain the highest levels of confidentiality.
- **Expense Management:** Processed and reviewed departmental expenses and ensured adherence to company policies.
- **Process Optimization:** Streamlined workflows and reduced operational costs by 30% at Concepto 25 through innovative solutions.
- **Technical Proficiency:** Advanced skills in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint), Teams, and project management tools.
- **Cross-Functional Collaboration:** Partnered with leadership and diverse teams to enhance operational efficiency and productivity.

## EXPERIENCE

### EDUCATOR | Lululemon Athletica, Coquitlam, BC, Canada

11/2024 – 01/2025

- **Collaborated** with the team to exceed December 2024 sales targets by 113%, leveraging operational insights and guest engagement.
- **Delivered** personalized guest experiences and supported onboarding of new team members, fostering a collaborative store environment.
- **Assisted** in managing inventory processes and operational tasks to ensure seamless store operations.

### OPERATIONS COORDINATOR & MANAGER PARTNER | Concepto 25, Cuernavaca, Mexico.

02/2018 – 09/2023

- **Provided executive-level administrative support**, including schedule management and communication coordination.
- **Spearheaded process optimization** efforts, reducing operational costs by 30% and increasing revenue by 70% during the pandemic.
- **Oversaw cross-functional collaboration** for product launches, ensuring on-time delivery and alignment with strategic goals.

### SENIOR ASSOCIATE CORPORATE ACCOUNTS | [CBRE](#), Mexico City, Mexico.

01/2012 – 01/2018

- **Supported senior executives** by managing schedules, preparing reports, and facilitating key meetings.
- **Reduced costs** by up to 50% for corporate clients through strategic real estate portfolio management and lease renegotiations.
- **Managed confidential data and documents** while collaborating with leadership to optimize operations.

### OPERATIONS & APPRAISAL ANALYST | [Banamex Citigroup](#), Mexico City, Mexico.

01/2010 – 01/2012

- **Conducted risk assessments and financial analyses** for real estate investments, streamlining reporting processes by 10%.
- **Partnered with teams** to enhance operational workflows and improve data accuracy for key decision-making.
- **Worked** cross-functionally to implement operational enhancements and solve process-related challenges.

## EDUCATION

**MASTER OF BUSINESS ADMINISTRATION** | [University Canada West.](#), Vancouver, BC (Expected Graduation: Fall 2025)

- Specialization: Business Management, Project Management, Consulting, Green Finance and Sustainability

**BACHELOR'S IN ARCHITECTURE** | [Universidad Iberoamericana](#), Mexico City, Mexico.

- Specialization: Construction Management, Urban Design & Strategic Planning

## CERTIFICATIONS

- Business Analytics, Simplilearn, 2024
- Microsoft Office Specialist, LinkedIn Learning, 2024
- Digital Marketing Associate, CDMA, 2025
- Project Management, PMI, in Progress
- LEED, GEBS, in Progress