

Karla Portuguese Cortes

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Professional Summary

Resourceful Executive Assistant / Project Manager with 7+ years supporting C-level leaders and managing high-volume schedules, client communication, and cross-functional project coordination. Proven track record of enhancing operational efficiency, reducing administrative bottlenecks, and improving client satisfaction by 40%+. Tech-savvy, adaptable, and committed to delivering outstanding support in fast-paced, dynamic environments.

Core Competencies

Calendar Management • Customer Service • Appointment Scheduling • Sales Support • Communication • Task Coordination • CRM Systems • Process Optimization • Microsoft Office • Google Suite • Monday.com • Jira • Remote Collaboration • Project Coordination • RingCentral • Review Requests • Data Entry • Greenhouse • HR Systems

Professional Experience

Executive Scheduler Assistant | Autism Spectrum Interventions – Alongside **Oct 2023 – Jun 2025**

- Managed over 350 therapists' schedules across home and school settings, improving coordination efficiency by 25%.
- Ensured timely and accurate communication with families and staff, resulting in a 98% client satisfaction rate.
- Led training overlap coordination and optimized therapist-client assignment based on location and expertise.
- Spearheaded system cleansing projects, achieving 100% accuracy in scheduling data.
- Supported cross-functional scheduling projects to meet organizational deadlines.

Integration Project Manager | Cloudpay **Aug 2021 – Present**

- Oversaw end-to-end payroll integration projects, ensuring 100% on-time delivery.
- Scheduled client calls and coordinated stakeholder task assignments to streamline project workflows.
- Maintained project boards and followed up on pending deliverables, reducing project delays by 30%.

- Led interface integrations between HRIS (Workday and others) and Cloudpay systems.
- Created and updated deployment and implementation guides, reducing training time by 50%.
- Conducted technical support calls with clients and maintained project calendars and timelines.

HRIS Specialist | Snap Finance

Oct 2017 – Aug 2021

- Implemented a ticketing system, reducing employee inquiry resolution time by 60%.
- Managed HR compliance platforms and coordinated onboarding and ATS (Greenhouse) workflows.
- Streamlined document archiving processes, ensuring 100% real-time org chart and data accuracy.

Front Desk Receptionist | Villa San Ignacio

Jun 2016 – May 2017

- Managed reservations and served as breakfast host for international guests.
- Provided high-touch customer service and handled multilingual interactions.

Education & Certifications

High School Bachelor Degree – Conservatorio de Castella, Dec 2016

Project Management, Google Certificates – Jan 2023

PMP Certification – In Progress, Project Management Institute

Languages

Spanish (Native), English (C2), Portuguese (70%)