

JULIETA ALBERTENGO



OPERATIONS ASSOCIATE

Hi! - I **help founders** manage their projects, teams, and systems, saving them time, money, and energy, so that they can **focus on what really matters**.

MY PERSONAL WEBSITE

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LinkedIn: [/in/julietaalbertengo/](#)

WORK EXPERIENCE

DOMINION EQUITY HOLDINGS | 2024 - 2026

Operations Lead | January 2026 - June 2026

- Led operational transformation for Change Course (NGO, Des Moines, IA). Conducted gap analysis across their operating system, developed and implemented organizational policies, supported Salesforce implementation project, built program delivery workflows, and introduced project management tools for increased accountability and efficiency.
- Served as the CEO's primary delegate across the holding company's portfolio of businesses. Partnered with the General Manager of the service-based business to improve operations across service delivery, HR, finance, and marketing. Co-led the implementation of the EOS Framework.
- Managed end-to-end operations for two rental properties, serving as the primary point of contact for property managers and resolving operational issues as they arise. Reviewed profit and loss statements, processed invoice payments, and prepared monthly performance reports.

Executive Assistant | 2024 - 2026

- Managed a remote team of 3 assistants, implementing a task and project management system in Notion that increased visibility, ownership and accountability, which resulted in notable reduction in turnaround times, significant boost in task completion rates, and elimination of key workflow bottlenecks.
- Built a centralized Online Team Workspace organizing 100+ documents and assets, building 10+ SOPs and automations, setting up tools for calendar and inbox management, increasing efficiency and enabling the business CEO to take their first worry free vacation.
- Planned and executed an in-person annual retreat for 12 guests of the Dominion Groups community in Des Moines, Iowa. Managed all logistics, including vendor coordination, transportation, catering, and branded merchandise.

UNICEF | 2021 - 2024

Administrative Assistant

- Coordinated onboarding, separation, and post-change processes for over 20 national and international UN System staff. Revamped procedures, transforming staff feedback from negative to positive.
- Managed the travel process for over 120 UN colleagues, handling ~400 national and international trips annually. Implemented automations and optimizations throughout the end-to-end process, reducing turnaround time from 3 days to under 24 hours.
- Led the Young UNICEF initiative at the regional level, coordinating representatives from over 12 countries across Latin America and the Caribbean. Managed advocacy projects, facilitated collaborative spaces, and engaged with senior leadership, including the UNICEF Executive Director, at the LACR Regional Management Team meeting in Istanbul in 2023.

EDUCATION

UNIVERSITY OF BUENOS AIRES

Bachelor's Degree in Political Science | 2014 - 2018

- Average Mark: 8,33/10 - Honors Diploma

LANGUAGES

Spanish (Native speaker)

English (C2 CPE - Fluent)

French (Intermediate)

German (Intermediate)

TRAINING

Digital Business Manager Course, 2025

A comprehensive 40+ hour training on how to support digital business as a digital business manager, covering: Team Management, Project Management, Operations Management, System Management, Marketing Strategy and Sales Funnels.

Atlas Certified Executive Assistant, 2025

A 12-week program covering Strategic Alignment, Inbox & Calendar Management, Daily and Weekly Communication Rituals, Travel Management, Delegation Frameworks, and including group coaching by executive-coach Regina Gerbeaux and Zion Kim.

TOOLS

Proficient with:

- Claude
- Notion
- G-Suite
- M365
- Power Bi, Automate & Apps
- Zapier
- Slack
- Asana
- Airtable
- Figma
- Loom
- Zoom
- Canva

ON TECHNOLOGY & AI

Formal training on front-end, back-end and application development, as well as data analytics, data science, and machine learning. Completed various Anthropic courses on AI Fluency and Claude Cowork & Code. Built and internally deployed full stack web applications using AI assisted software development. Operational AI fluency grounded in understanding core concepts, implementing workflow integrations, and critically thinking about the ethical implications of using these tools.

TESTIMONIAL

"Working with Juli was fantastic. She quickly evaluated our organization, identifying key challenges and areas of weakness, which shaped much of her work with us - from helping us refine and strengthen how we manage information and operations across the company, to laying the groundwork for a new CRM system, to rolling out new tools for project management and communication. Beyond her skill, she is professional, personable, and a genuine pleasure to work with. I highly recommend her."

- Trenton Dodd, Director of Finance, Business, and IT at Change Course.