



C2 Bilingual Operations & Executive Support Specialist with 30+ years of experience in high-stakes multinational environments, including Energy (TotalEnergies) and International Diplomatic Missions (European Union). **Operations & Partnerships Specialist** with a proven track record as an **International Relations & Duty of Care Expert**, orchestrating emergency repatriations and complex international logistics under extreme regulatory shifts. Strategic liaison between Board Directors and global stakeholders, specializing in Financial Governance and Compliance through **SAP/SAP Ariba**, with a **rapid learning curve in complex ERP environments** and ticket-based management systems. **Magna Cum Laude** professional with deep expertise in technical translation and corporate communications, maintaining a 0% error rate in international audits and dedicated to ensuring operational excellence and institutional integrity in multicultural organizations.

PERSONAL INFORMATION

Birth date June 23, 1970
Nationality Venezuelan
Marital status Married

ACADEMIC INFORMATION

Bachelor's Degree in Education (Foreign language – English)
Awarded Magna Cum Laude honors for academic excellence (Class Salutatorian). Universidad Pedagógica Experimental Libertador – UPEL-IPC, 1995.
C2 Proficient – EF SET Certificate, 2025.
Administrative Professional Foundations – LinkedIn Learning, 2023.
Specialized Copywriting Program – AWAI (In progress).

Knowledge / Skills

- International Logistics & Project Coordination
- Compliance & Corporate Ethics
- Corporate Governance & Stakeholder Management
- Operational Efficiency & Process Optimization
- SAP & Financial Governance
- Crisis Management & Business Continuity
- Technical Translation (Legal, Financial, and Insurance)
- Corporate Communications & Copywriting
- Multilingual: Native Spanish/ C2 English / A2 French

Ynayr Guaita Torres

Executive Support Specialist | Project & Travel Management | C2 Bilingual Professional | Operations & Partnerships Specialist | International Relations & Duty of Care Expert.



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WORK EXPERIENCE

Sep 1994 – current position EFL / ESL TEACHER. Private online and in-company classes.
Curriculum Design: Responsible for lesson planning, assessment, and designing teaching materials for all levels (Beginner, Intermediate, and Advanced).
Corporate Training: Developed and facilitated specialized classes in Business English (Grammar and Advanced Conversation) for professionals and executives.
Specific Preparation: Led advanced conversation clubs and provided tutoring focused on preparing students for English tests and job interviews.

Oct 2021 – Dec 2021 / European Union Electoral Observation Mission EUEOM Venezuela Administrative Assistant

Duty of Care & Crisis Management: Spearheaded critical on-the-ground Duty of Care operations following the main delegation's departure. Successfully managed the 10-day hospitalization, medical support, and safe cross-continental repatriation (medical evacuation equivalent) of two COVID-positive expatriate observers.
Cross-Continental Reporting & Health Logistics: Served as the primary on-site liaison between localized medical providers and the Chief Medical Officer at the European headquarters. Maintained seamless communication and provided daily situational reports until the patients' successful medical discharge.
Security Coordination & Information Governance: Streamlined the management of highly confidential security files and reports. Actively collaborated with the Security Expert (Security Focal Point) to reduce information retrieval time and ensure strict compliance with international security protocols.
Bilingual Support & Technical Compliance Translation: Provided tailored linguistic support to international observers by translating critical security manuals and official press releases, ensuring adherence to institutional terminology and navigating the local environment effectively.

March 2014 – Sep 2021 / Total Oil and Gas Venezuela B.V. Total Energies Travel Coordinator (Feb 17 / Sep 21)

Treasury Administrative Assistant (Sep 15/ Jan 17)
CFO Administrative Assistant (Mar 14 / Ago 15)
Emergency Logistics & Crisis Intervention: Orchestrated the high-stakes emergency evacuation of 10+ expatriates during the global COVID-19 flight suspension. Led 48 hours of non-stop negotiations with airlines and charter services to secure private flights via international hubs, ensuring the safe repatriation of VIP personnel amidst total airspace closure.
Financial Recovery & Cost Stewardship: Post-crisis, managed the complex tracking and successful reimbursement of unused international tickets due to route cancellations. Recovered significant corporate funds by enforcing rigorous follow-up protocols with travel agencies and airlines. Improved travel budget efficiency by enforcing rigorous Compliance policies.
Logistics Management: Led end-to-end travel logistics for expatriates and VIP personnel, ensuring full adherence to the Oil & Gas industry's strict international safety standards.

SAP & Financial Governance: Executed precise financial cycles—including billing, reimbursements, and accounts payable—utilizing SAP and SAP Ariba. Maintained a 0% error rate across multiple internal audits, ensuring 100% compliance with international Oil & Gas safety and ethics standards.

Strategic Executive Support: Provided high-level assistance to the CFO and Financial Department, managing complex agendas, corporate governance documentation, and weekly budget controls in a 100% bilingual environment.

HR Support (Financial Dept.): Keeping records of time sheets and the annual vacation chart for department employees.

Platform Management: Handled requisitions, SES, and goods receipt processes using SAP and SAP Ariba

Bilingual Support: Served as the primary point of contact for international calls and correspondence, ensuring fluid bilingual communication.

May 2007 – March 2014 / Seguros Pirámide Executive Assistant to the CEO, CLO, and the Founder and Executive Chairman (Mar 08 / Mar 14) Administrative Assistant (Finance Dept.) (May 07 / Mar 08)

Corporate Governance: Maintained strict confidentiality regarding sensitive corporate governance, equity distribution, and high-level strategic planning and kept a transparent and professional information flow. Acted as the liaison between the Principal and the Board of Directors/Stakeholders. Coordinated Board of Directors' and Annual General Shareholders' meetings, ensuring 100% legal Compliance of minutes and strategic documentation.

Project Support: Providing support to the bidding department by collecting and organizing necessary documents.

Treasury Support: Negotiated debt recovery of policies' premiums via telephone and maintained updated monthly and quarterly reports on delinquent accounts. Boosted premium recovery efficiency through a systematic follow-up process, consistently meeting monthly collection targets

Bilingual Support: Responsible for the direct translation (English-Spanish) of legal, financial, commercial, and insurance documents, managing international correspondence

Corporate Events: Organization of corporate meetings, videoconferences, and special events, including the annual corporate celebration party

March 1996 – April 2007 / Adriática de Seguros. Allianz – AGF Group Executive Assistant to the CEO, COO, and CFO

High-Level International Event Management: Co-led the end-to-end logistics and coordination of an international summit for global headquarters and regional branch executives in Caracas. Managed complex agendas, international travel, high-protocol meeting venues, and VIP catering, receiving formal commendations for flawless execution in a manual-process environment.

Organizational Crisis Leadership & Resilience: Selected to provide critical support to the Presidency and the CFO during a major restructuring and personnel crisis. Successfully managed the CEO's full agenda, international communications, and high-level meetings for 45 days, resulting in a performance bonus and a permanent promotion to the Executive Management office.

Corporate Governance & Stakeholder Relations: Coordinated Board of Directors' and Annual General Shareholders' meetings, ensuring 100% legal compliance and documentation accuracy. Managed distribution lists for corporate stakeholders and improved reporting efficiency by 20% through the design of automated tracking templates

Technical Translation & Cost Savings: Performed specialized in-house technical translation (English-Spanish) for complex legal and financial documents, accelerating communication with Global Headquarters and eliminating external outsourcing costs.