



# NICKA DELA VEGA

VIRTUAL ASSISTANT

## CONTACT

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📍 San Mateo, Rizal Philippines

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## EXPERTISE

- Book Developer
- MS Office Specialist (MS Word, PowerPoint & Excel)
- Expert in Canva & Google Workspace
- General & Executive Virtual Assistant
- Appointment Setter
- Calendar Manager
- Email Correspondence
- Graphics Designer
- Social Media Manager
- Content writer and proofreader
- Marketing Specialist
- Translator

## REFERENCES

**Desceree Narag**

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deschinarag@gmail.com

Advisor I Technical Support/Concentrix

**Sheena Paulme**

+639223392339

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ESL Teacher/ Rarejob Philippines

**Arnel Dela Cruz**

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NovaKid English Teacher

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**Geraldine F. Malubay**

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Executive Virtual Assistant

fare.geraldine@yahoo.com

A **Virtual Assistant** with an inherent passion in fostering a collaborative workspace for clients' satisfaction. As a cutting-edge digital expert, I use diverse tools to craft forward-thinking strategies that fuel business growth. Driven by innovation and a proven track record of success, I empower businesses to thrive in the dynamic digital landscape.

## RELEVANT EXPERIENCE

### Restoration Growth Project Manager

*July 2021 - August 2023 | United States*

- Create and oversee project plans, timelines, and resource allocation.
- Track project progress and provide regular reports to the CEO.
- Collaborate with the team to achieve project goals, timely deliverables, and budget adherence.
- Identify and mitigate project risks and issues.
- Optimize resource utilization across multiple projects.
- Provide accurate financial forecasts and regular budget updates to the CEO.
- Establish and monitor key performance indicators (KPIs) for project success.
- Analyze performance metrics to identify trends, areas for improvement, and opportunities for innovation.
- Implement quality assurance processes to guarantee the delivery of high-quality project outcomes.
- Coordinating teams across various departments.
- Reviewing daily recurring tasks for all employees.
- Overseeing quality assurance for the graphics design team.
- Crafting scripts and managing content uploads for our IG and FB accounts.
- Proofreading existing marketing scripts for accuracy and effectiveness.
- Conducting client calls via GHL to provide updates and address tax-related concerns.

### Xenon Group Executive Virtual Assistant

*September 2021 - December 2022 | United States (Biotechnology Industry)*

- Engaged with various companies to address credit card issues, including failed refunds.
- Conducted client prospecting
- Graphics designing
- Social Media Marketing
- Content creator
- Filed cases against companies in dispute with clients.
- Handled the organization of the Feedly Library by adding new content and structuring existing folders.
- Took charge of website management
- Booked meetings (calendar management)
- Expedited the hiring process for a Sales Business Development Representative (SBDR) role.
- Explored trade shows/conferences in Pharma, Biotech, Med Device, Hospital Supply Chain, and Procurement industries.
- Took ownership of PowerPoint template formats & development of slides.

## EDUCATION & CERTIFICATES

### Social Media Management Course

*Issued by KURSO.PH issued on November 23, 2023*

- Encompassed branding basics, content strategy, creation, scheduling, client onboarding, and agreement templates.

### Graphic Design w/ Canva Course

*Issued by KURSO.PH issued on November 23, 2023*

- Covered design principles, brand understanding, Canva mastery, and practical tips for enhanced design.

### WordPress and Marketing Course

*Issued by KURSO.PH issued on November 23, 2023*

- Tackled about site creation, setup, themes, plugins, following Signature Playbooks, and ensuring regular site backups.

### Copywriting Course

*Issued by KURSO.PH issued on November 23, 2023*

- Conferred about foundational skills, impactful storytelling, crafting engaging write ups, and utilizing diverse templates.

### Facebook Ads AutoPilot Course

*Issued by KURSO.PH issued on November 23, 2023*

- Coached about Ad Foundations, Campaign Structures for increased sales, and Effective Ad Targeting through researched interests.

### Schools for Amazon (FBA) Training (on going)

- Learn Amazon product research to master competitor assessment, market trend analysis, and find profitable e-commerce prospects.

### Certified Call Center Professional: Mastering Customer Service and Communication Skills

*2018 - 2019 | Technical Education & Skills Development Authority - TESDA*

- Prepared with expertise for success in the dynamic realm of call center operations.

### Confucius Institute Headquarters (HANBAN) Chinese-Mandarin Proficiency Certification

*2013-2015 | 129 Deshengmenwai Street, Xicheng District, 100088 Beijing, China.*

- Demonstrated expertise about the Chinese language, a valuable asset for personal and professional advancement.

### Schoolization Global English Teacher

*November 8, 2021- November 8, 2023 | Los Angeles, CA*

- Empowered English skills through tailored curricula fostered by certified teachers.

### Flalingo English Teacher

*April 2023 - July 2023 | Palo Alto, California*

- Delivered state-of-the-art platform for tailored online English lessons with skilled native tutors, empowering language skill enhancement.

### Babbel GmbH English Teacher

*January 2023 - June 2023 | Berlin, Germany*

- Merged advanced education techniques with a leading technology for an unmatched language learning experience.

### General Virtual Assistant

*French Client (IT company)- Elise Lo | July 2022 - January 2023*

- Managed administrative tasks: calendars, emails, payments, and record-keeping with inventory assessments.

### Translator

*Smarthubpublishers.com | April 2022 - June 2022*

- Provided precise translation services specializing in educational printing and publishing, including manuals, magazines, and newspaper editorials.

### Busuu English Teacher

*November 2021 - February 2022 | London, United Kingdom*

- Taught courses mapped with the Council of Europe's CEFR language learning standard.

### Social Media Content Manager

*ShrewdLingo International | Aug 2018 - April 2023*

- Crafted social media strategies for a French international school, creating top-tier content, scheduling posts, engaging with followers, and analyzing metrics to enhance online presence.

### ShrewdLingo International General Manager & Trainer

*May 2019 - January 2023 | Paris, France*

- Juggling diverse roles—manager, teacher, HR, and accountant—in our multinational English tutorial company catering to learners worldwide from countries like France, South Korea, Madagascar, China, Morocco, and Taiwan.

### Verbling, Inc. English Teacher

*April 2019 - December 2022 | California, United States*

- Linked language learners with skilled instructors, revitalizing online learning via integrated learning system.

### Content Writer and Proofreader

*Direct Client- Rachida Rharbi | March 2020 - November 2020*

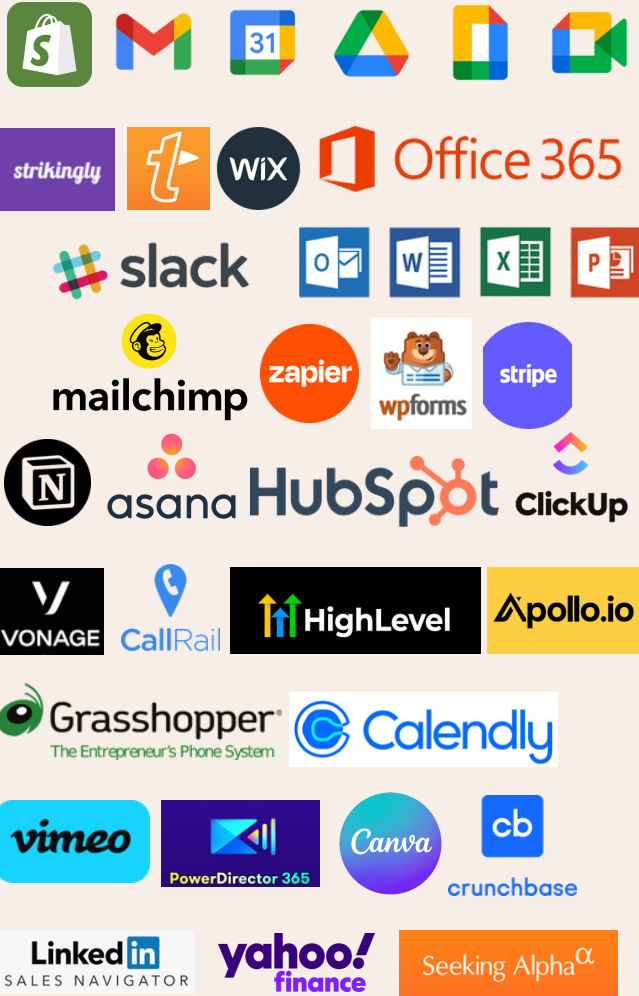
- Created, proofread, and crafted written contents following a style guide.

### Email Marketing & Newsletter

*Direct Client (Photography)- Matthew Hippias | February 2020- December 2020*

- Created email marketing strategies, analyzed performance, and ensured compliance with data privacy laws.

## TOOLS & CRMS



### Graphics Designer

Direct Client Tim Virasome | July 2019 - March 2020

- Generated designs using industry-standard softwares, collaborating with the production team for final deliverables.

### MGGT language Tutorial Center Academic Tutor

August 2018 - July 2020 | Quezon City, Philippines

- Boosted students' Mandarin proficiency across various levels, nurturing intellectual growth and potential in diverse academic subjects.

### Freelance Writer, Host and Tour Guide

July 2018 - present | project based

- Delivers original, thorough content with a lively persona as a host and tour guide.

### Someday Talk Homestay Program English Teacher

July 2018 - December 2020 | Quezon City, Philippines

- Led dynamic activities to improve English communication, confidence, and ignited a love for language learning among students.

### Preply English Teacher

June 2018 - June 2019 | Brookline, Brooklyn, New York, United States

- Linked with vast learners across 180 countries as a global online English teacher.

### 51 Talk Senior IELTS Teacher

April 2018 - February 2020 | Quezon City, Philippines

- Received Junior Kindergarten JK12 Best Teacher Award for courses aligned with NEC New English Curriculum and Cambridge YLE curriculum.

### JJ English Academy Online English Teacher

October 2016 - June 2018 | Quezon City, Philippines

- Worked across diverse accounts:
- At Hope Mega-Edu (Masters English Academy), contributed to top-quality education for Korean students aged 5 to 18.
  - At JJ English (OXB Academy), refined communication and IELTS skills for adult clients.
  - Substitute Teacher at Go Go Talk, created a collaborative environment for language learning for students aged 4 to 8.
  - As a Man to Man English Teacher, offered intensive language practice to Korean clients for confident communication in various situations.

### Educational Content Developer

October 2016 - June 2018 | Quezon City, Philippines

- Refined engaging instructional materials across various formats, ensuring accuracy, clarity, and effectiveness.

### ALE Assistant Team Leader & English Teacher

May 2016 - January 2017 | Beijing, China

- Sufficed the professional needs of Chinese clients by utilizing the best teaching methods to make learning satisfactory.

### Bible Education Volunteer | Regular Pioneer | Pro-Bono Worker

December 2014 - present | Watch Tower Bible and Tract Society of Pennsylvania - Jehovah's Witnesses

- Offered free one-on-one Bible study sessions globally to advance theocratic education in a nonprofit institution.