



# Nicole James Poculan

## PROFESSIONAL SKILLS

- Calendar & Inbox Management
- Property Management
- Project Management
- Customer Service / Concierge
- Training and Development
- Travel Management
- Events Management
- Cold Calling
- Lead Generation
- Graphic Design
- Video Editing
- Research and Data Entry
- Operation Support

## SOFTWARE EXPERIENCE

- Google Workspace
  - Proficiency Rate: 5
- MS Office - Proficiency Rate: 5
- Asana - Proficiency Rate: 5
- Salesforce - Proficiency Rate: 4
- Monday.com - Proficiency Rate: 5
- ChatGPT - Proficiency Rate: 5
- Filmora - Proficiency Rate: 4
- Hubspot - Proficiency Rate: 5
- MLS - Proficiency Rate: 5
- Salesforce - Proficiency Rate: 5
- FollowupBoss - Proficiency Rate: 5
- Appfolio - Proficiency Rate: 5
- Microsoft Office - Proficiency Rate: 5
- Trello - Proficiency Rate: 4
- Canva - Proficiency Rate: 4
- Forewarn - Proficiency Rate: 5
- Dotioop - Proficiency Rate: 5

## WORK EXPERIENCE

### EXECUTIVE ASSISTANT / PROJECT MANAGER

Gran Executives LLC | June 02, 2024 - March 18, 2025

- Managed the CEO's calendar, schedule meetings, and coordinate travel arrangements. Ensure all logistical details are meticulously planned.
- Overseeing and coordinating projects from inception to completion, ensuring timely delivery, budget adherence, and alignment with organizational goals.
- Responds to clients/stakeholders and other departments for project coordination and meeting support for the CEO

### EXECUTIVE PARTNER

Athena - Oraz Philippines, Inc. (ORAZ) | April 24, 2023 - May 15, 2024

- Coordinated all meetings with external and internal partners as well as attend to it for minutes of the meetings. Respond to all email inquiries.
- Acted as a primary point of contact between executives and internal/external stakeholders, facilitating clear communication and strengthening relationships. Handled the inbox of the client. Responding to emails and messages.
- Arranged flight, hotel and car rental reservations as well as produces detailed itinerary

### VIRTUAL ASSISTANT

Virtail LLC, Florida, USA | May 2022 - April 2023

- Entered and maintained large volumes of data with accuracy, ensuring information was consistently up-to-date and error-free across various databases.
- Collaborated with team members to streamline data entry processes for FBA Amazon listings

### SENIOR PROCESS EXECUTIVE / PRODUCT TRAINER

Cognizant Technology Solutions Philippines Inc. | Dec 2019 - June 2021

- Supported monetizing content creators and large partners about monetization, Google SEO, Analytics and AdSense Payroll via extensive multi-tasking of email and live chat channels
- Promoted as a Product Trainer on April 2020 and handled onboarding of new hires and training them with product specifics

## SENIOR OPERATIONS REPRESENTATIVE

CAPITAL ONE SERVICES SUPPORT CENTER (COPSSC)| Oct 2017 - Sep 2019

- Categorized credit card fraud charges and write off charges to representment stage
- Frontline support and managed inbound calls for disputes at the same time conducted 3-way call with merchants to remove unauthorized subscriptions.

## INBOUND AGENT CUSTOMER SERVICE TIER 2 (FRONTIER TELCO & FITBIT)

IBEX GLOBAL PHILIPPINES Nov 2015 - Mar 2017

- Handled inbound calls for technical concerns for an internet service provider company as well as conducted remote access to clients computer while troubleshooting
- Promoted as an SME (Subject Matter Expert) and designed onboarding classes as well as managed email concerns about products specifics and system configurations.

## EDUCATION

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### JOSE RIZAL MEMORIAL STATE UNIVERSITY

August 2023 - May 2024

Juris Doctor, 32 units (1 year Law School)

### COLEGIO DE SAN FRANCISCO JAVIER OF RIZAL, ZAMBOANGA DEL NORTE

June 2022 - January 2023

Bachelor in Science in Secondary Education - Teacher Certificate Program

### UNIVERSITY OF PERPETUAL HELP SYSTEM DALTA

November 2015 - May 2019

Bachelor of Science in Tourism

### MAKATI HIGH SCHOOL

June 2008 - May 2012

Bachelor of Science in Tourism

## REFERENCES

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- Christian Limbago | Gran Executives /Operations Manager | granexecutives@gmail.com /+63951-266-0163
- Anna Mae Paraoan | Athena /Account Manager | amaeparaoan29@gmail.com /+63919-079-4352
- Raffy J.G. Sanchez, MPsy, RPsy, RPm | DMC /Psychologists | sanchezraffyjones@gmail.com /+63926-015-0974