



NISHEENA CLEMONS

VIRTUAL ASSOCIATE



A multi-skilled professional and exceptional communicator with a superb track record for developing and managing complex projects while maintaining organization and coordinating processes.

SPECIALIZATIONS

- Operations and Project Management
- Workflow Management
- SOP Development
- Research Analysis
- Customer Relationship Management

WORK EXPERIENCE

Administrative and Business Operations Management

MARCH 2010 - PRESENT

- Develop new operational strategies to respond to evolving conditions by enhancing program and product performance as well as by developing new business partnerships and opportunities.
- Evaluate and analyze organizational performance, such as studying key behaviors of target constituencies, in order to monitor and implement strategic business initiatives for continuous improvement.
- Implement project management systems such as Asana, develop an organization operation tracking system using Salesforce, restructure existing standard operating procedures, and revamp onboarding and training opportunities to increase development, performance, and growth.
- Manage a myriad of complex projects addressing organizational, operational, personnel, fiscal and budgetary needs.
- Develop and coordinate relationships to create buy-in and garner support from internal and external stakeholders.

EDUCATION BACKGROUND

Montclair State University, Montclair, NJ

Bachelors of Science - Summer 2008

Major: Molecular Biology

Minors: Chemistry, Criminal Justice

EXPERTISE

- Microsoft Office
- G-Suite
- Survey Monkey
- Calendly
- Canva
- Zoom
- Constant Contact
- Eventbrite
- Salesforce
- Adobe Acrobat Pro DC
- Asana