



NINA RUGELLES OEI

VIRTUAL ASSOCIATE



Highly motivated with over 6 years of experience exceeding client expectations in fast-paced environments. I leverage exceptional organization, communication, and leadership skills to drive project efficiency and client satisfaction.

SPECIALIZATIONS

- Administrative and Executive Support
- Client Relationship Management
- Multicultural Team Leadership
- Operations Management
- Project Management

WORK EXPERIENCE

Project Manager - Podcast

2023 - PRESENT

- Achieve a 98% accuracy rate in verifying and submitting client submissions, expediting production initiation by 25%.
- Ensure 100% compliance with client guidelines across all deliverables, leading to a 90% increase in client satisfaction ratings.
- Improve team adherence to project timelines by 30% within 6 months through effective utilization and customization of Asana.
- Implemented five major workflow enhancements, increasing overall project efficiency by 50% and reducing turnaround time by 70%.
- Reduce client revisions by 70% through meticulous quality assurance checks of podcast files before delivery.
- Successfully manage and schedule over 48 podcast episodes and posts per year, ensuring 100% on-time publication.
- Streamline project management processes, leading to a 40% increase in team productivity and on-time delivery of weekly episodes.

Executive Assistant to CEO - Construction

2022 - 2024

- Guaranteed accurate documentation of key decisions for effective follow-ups.
- Efficiently distributed 200+ meeting summaries per year to team members and stakeholders, ensuring clear communication and alignment on project goals.
- Enhanced overall job efficiency by proactively assisting 5+ departments, anticipating and addressing critical needs.
- Handled 100+ inquiries per month as the primary contact, delivering crucial information to investors, subcontractors, and government entities.
- Maintained effective communication with 20+ stakeholders per project, ensuring transparency and project alignment.
- Managed and prioritized five executive calendars and 50+ daily emails, enhancing leadership productivity and responsiveness.
- Organized over 100+ high-level meetings annually, ensuring seamless collaboration between the CEO, subcontractors, construction teams, and external stakeholders.
- Provided essential Spanish translation and support for 50+ non-English-speaking subcontractors, bridging communication gaps for the CEO and other executives.
- Regularly update 30+ investors and C-suite executives on project progress, ensuring strategic alignment and informed decision-making.
- Successfully onboarded and trained 50+ team members and subcontractors, improving team efficiency and project readiness.

SOFTWARE AND TOOLS

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|------------|--------------------|--------------------|-------------|
| • Acuity | • Cloud services | • Mailchimp | • SPP.co |
| • AirTable | • ClickUp | • Microsoft Office | • Trello |
| • Asana | • ConvertKit | • Monday | • Wix |
| • BaseCamp | • Dubsado | • Notion | • WordPress |
| • Calendly | • Google Workspace | • Otter.ai | • Zoho |
| • Canva | • HubSpot | • Slack | |

EDUCATION BACKGROUND

Coursera

Google Project Management: Prof. Cert.

Universidad Rafael Belloso Chacín

Bachelor of Laws - LLB, Law

Languages

EF SET English Certificate 75/100 (C2 Proficient)
Spanish - Latin America