



NICOLE ELEM

LEAD GENERATION SPECIALIST

ABOUT ME

I am a well-rounded professional with over 6 years of experience and multiple expertise - lead generation, customer support, quality analysis, graphic design, web development, and translation. I also love learning languages and teaching people. My portfolio website can be found at: <http://www.ncleshyne.github.io/>

WORK EXPERIENCE

TAX ASSISTANT

Kizuna Outsourcing PH | Jan 2024 - Apr 2024

- *Managed and updated tax records using CRM (salesforce), ensuring accuracy and timely data entry.*
- *Translated financial expenses from Japanese to English for reporting purposes. Created detailed Income Tax Return (ITR) summaries to assist in tax filing and compliance.*

QUALITY REVIEW SPECIALIST

Duolingo | Oct 2021 - present

- *Expertly communicated and collaborated with diverse teams globally, fostering effective cross-cultural and multilingual communication.*
- *Strong aptitude for accurately interpreting non-verbal cues, adhering closely to procedural guidelines, and upholding confidentiality agreements.*
- *Consistently met deadlines and performed effectively in a fast-paced environment, showcasing exceptional ability to manage high volume of tasks under pressure.*

SOCIAL MEDIA MANAGER & WEB DEVELOPER

Lance Services | Jan 2019 - Nov 2020

- *Developed a website with product and location pages, integrating Google Maps for user convenience. Managed the company's Facebook account, setting up targeted ads that doubled local customer engagement.*

ADMINISTRATIVE ASSISTANT

Outsource Access | Sep 2020 - Dec 2021

- *Review qualities of daily project outputs*
- *Conduct daily project coordination across multiple teams*
- *Daily tasks include social media management, graphic design,*
- *CRM management, data entry, etc.*

CONTACT ME AT

 ncleshyne.github.io

 ncleshyne@gmail.com

 Cebu City, Philippines

EDUCATION

Web Development

Vivixx Academy
2017

Professional Studies

Brigham Young University-
Idaho (Online)
2024-present

BS Medical Technology

Adventist Medical Center College
2015-2020

LANGUAGE

English

Japanese (JLPT N4)

Cebuano, Tagalog

SKILLS

CRM

Excel

Graphic design

Data entry

Customer support