

# NICOLE M. TUMAMING

EXECUTIVE ASSISTANT • FINANCE ADMIN • OPERATIONS • REMOTE

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## PROFESSIONAL SUMMARY

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Executive Assistant and Finance Professional with 7+ years of experience supporting founders, executives, and growing teams across finance, technology, and professional services. Formally trained in executive calendar management, inbox management, and complex travel itinerary planning. Proven track record of improving workflows, ensuring financial accuracy, and managing operations end-to-end — including a 25% gain in workflow efficiency, 40% improvement in operational performance, and 100% bookkeeping accuracy. Experienced in ecommerce logistics, international importation coordination, event planning, and multi-destination travel itinerary design. Highly organised, discreet, and proactive, with the ability to manage multiple priorities independently in fast-paced, remote environments.

## CORE SKILLS

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- Executive & Administrative Support
- Inbox & Email Management
- Event Coordination & Logistics
- Financial Reporting & Bookkeeping
- Ecommerce Logistics & Importation
- Customer Communication & Support
- Creative Asset Production (Canva, Photoshop)
- Calendar & Schedule Management
- Travel Itinerary Planning
- SOP Development & Process Documentation
- Accounts Receivable & Payable
- Vendor & Supplier Management
- Data Entry & CRM Updates
- Remote-first Collaboration

## TECHNICAL SKILLS & TOOLS

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Xero | QuickBooks | Google Workspace (Gmail, Docs, Sheets, Calendar) | Microsoft Office (Word, Excel, Outlook) | Canva | Photoshop | Calendly | Asana | Notion | ClickUp | Slack | Zoom | Loom | Microsoft Teams | Google Meet | CRM & Web-Based Systems | VoIP & Helpdesk Tools

## PROFESSIONAL EXPERIENCE

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### Accounting Officer & Executive Administration Assistant — Golden Dragon Mandarin Corporation

November 2023 – March 2026

- Provided executive and administrative support to senior management across daily operations
- Owned executive calendar, scheduling, travel coordination, and confidential stakeholder correspondence
- Designed and implemented company-wide SOPs, improving workflow efficiency by 25%
- Led full organisation-wide transition to Google Workspace — architecture, team training, and documentation migration
- Managed email correspondence, internal records, and data entry ensuring information accuracy and completeness
- Coordinated schedules, meetings, and follow-ups with internal and external stakeholders

### Part-Time Bookkeeper & Support Specialist — Lumi Interactive (Australia) September 2024 – March 2026

- Maintained 100% accuracy across all Xero reconciliations including data entry and financial record maintenance
- Reduced monthly discrepancies by 15% through systematic ledger auditing and process standardisation
- Supported internal teams with documentation, reporting, and general administrative tasks
- Responded to customer reviews and feedback on Google Play and Apple App Store with timely, professional communication
- Tagged, tracked, and escalated major customer concerns and recurring issues for internal resolution

**Finance Admin — Kaliber Asia Pte. Ltd. (Singapore)** September 2021 – June 2023

*Directly hired by Kaliber Asia. Emerhub Philippines served as Employer of Record for local compliance only.*

- Supported daily financial administration and operational tasks in a fully remote, cross-border setup
- Maintained accurate records, reports, invoices, and internal documentation across multiple systems
- Managed accounts receivable, reducing AR aging by 25% and improving the collections cycle
- Improved financial reporting efficiency by 40% through workflow redesign and template standardisation
- Coordinated with internal teams via email and online platforms; managed data entry and verification

**Executive Assistant — Jay Llave** June 2021 – September 2021

- Provided direct executive support to a founder managing multiple businesses and organisations
- Managed calendars, inboxes, meetings, and appointments including overseas coordination
- Drove 40% improvement in daily operations through proactive scheduling, inbox management, and follow-through
- Acted as point of contact for clients, partners, and external stakeholders
- Prepared documents and supported business operations and client-related tasks

**Accounting, Purchasing & Inventory Manager — IO Innovative Outcomes Corp.** May 2020 – May 2022

- Managed end-to-end procurement and logistics including Alibaba-based product importation for an ecommerce brand
- Coordinated with international suppliers, freight forwarders, and customs processes for inbound shipments
- Reduced stockouts by 30% through real-time inventory tracking and optimised reorder processes
- Improved budget accuracy by 20% through supplier negotiation, cost monitoring, and purchasing controls
- Maintained inventory, procurement, and vendor records; performed data validation and management reporting

**Advanced Analyst — Accounting & Tax Support — Ernst & Young GDS Manila** July 2019 – June 2020

- Prepared and reviewed financial data for multinational clients across multiple jurisdictions
- Performed VAT/GST reconciliations with 98% accuracy by cross-referencing accounting records and government data
- Ensured accuracy, compliance, and consistency in financial reporting within Big 4 standards and deadlines

**Customer Service & Technical Support — Various Employers** 2013 – 2018

- Served as first point of contact for customer enquiries via email, helpdesk, and VoIP systems
- Scheduled follow-ups, resolved customer concerns professionally, and maintained accurate customer records
- Supported high-volume, client-facing operations with strong attention to detail and SLA compliance

## ADDITIONAL EXPERIENCE

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- Formally trained in executive calendar management, inbox management, and travel itinerary planning
- Planned and executed a full-scale event from concept to completion within a 30-day timeline — vendor sourcing, logistics, catering, budget, and guest experience managed independently
- Designed multi-destination travel itineraries for groups including routing, accommodations, activity scheduling, contingency planning, and budget management
- Produced creative assets and visual materials using Canva and Photoshop for operational and communications needs

## EDUCATION & TRAINING

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**Bachelor of Science in Accountancy** — Trinity University of Asia

*Coursework included Business Administration, Finance, and Management*

**Executive Partner Training** — Calendar Management, Inbox Management, Travel Itinerary Planning