

# MADELYN NICODEMUS



## CONTACT ME AT

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## SKILLS SUMMARY

- Sales - Corporate
- Business Development
- Operations Management
- Administration
- Inventory Management
- Account Management
- Project Management

## SOFTWARE

- Nifty
- Notion
- Monday.com
- Trello
- PSA Autotask
- SystemHub
- Dropbox
- MS Teams/ Office365
- Google Workspace
- Slack
- Canva
- Click Up
- Servicem8
- SystemHub
- SiteDocs
- BuilderTrend

## PERSONAL PROFILE

*Operations Support Specialist with 15+ years of experience driving compliance, process improvement, and cross-functional leadership across Australia, the U.S., and the Philippines. Skilled in policy development, workflow optimization, onboarding, and project management. Adept at balancing technical precision with people-centered leadership to align operations with organizational goals.*

## WORK EXPERIENCE

### Operations Support

Northern Building & Property Services, NT Katherine Australia  
July 2024 - Present

- Develop and refine policies and procedures to align cross-departmental workflows.
- Ensure compliance with safety regulations and quality standards through SOPs and SWMS.
- Assist in preparation of tender documentation, capability statements, and project experience portfolios to support bids and client engagement.

### Executive Assistant and Project Manager

My Water Filter, Busselton Western Australia, Oct 2023 - March 2024

- Designed detailed project workplans for product launches, ensuring timely execution.
- Led cross-functional teams through full project lifecycle, from planning to delivery.
- Supported CEO with supplier negotiations and legal correspondence.

### Operations Head

Pink Satisfaction Spa and Wellness Hub, Philippines, Aug. 2013 - Oct 2023

- Directed recruitment, training, and onboarding of staff, building a high-performing team.
- Created and implemented operational manuals, products, and service frameworks.
- Oversaw supply chain management and approved marketing content for campaigns.

### Assistant Project Manager

Agilitec IT, Las Vegas Nevada U.S., October 2021 - January 2023

- Facilitated client onboarding and project planning.
- Oversaw implementation, monitoring, and completion of IT projects.
- Introduced process improvements to enhance efficiency.

### Sales Director

Dreamhouse Realty Philippines, Apr 2021 - May 2022

- Managed and oversaw sales operations, recruitment, and training of agents.
- Coordinated property applications, financing programs, and marketing initiatives.
- Supported project inspections, installations, and client onboarding.

## EDUCATION HISTORY

Bachelor in Mass Communication, 1999  
Universidad De Manila

### **Project Assistant**

Distributed Power LLC, Michigan U.S., Apr 2021 - Sept 2021

- Onboarding and monitoring of customer's in take
- Secure jurisdiction of building, zoning, electrical and interconnection application
- Collaborate with the team on inspection and installation schedule

### **Sales Manager**

Megaworld Resort Estates Inc, Philippines, Oct 2020 - Mar 2021

- Manage and oversee sales operation of the unit
- Recruitment, training and orientation of real estate agent
- Social media and chat moderation

### **Travel Consultant**

MPC Travel and Tours, Philippines, Jan 2015 - Mar 2020

- Determining clients' needs and suggesting suitable travel packages
- Organizing travels from beginning to end, including tickets, accommodation and transportation
- Supplying travelers with pertinent information and useful travel/holiday materials

### **Franchise Manager**

Mineski Franchise Corp, Philippines , Nov 2018 - July 2020

- Acquire knowledge on the geographic profile of the area relevant to the business thrust of the company
- Conduct in depth interview and comprehensive background check of franchise applicant
- Manage franchise set up from contract signing, store construction, staff recruitment, operations training and store turn over
- Review contracts, processing renewals and enforcing licensing expectation

### **Warehouse and Logistics Manager**

Mineski Franchise Corp, Philippines , Feb 2018 - Oct 2018

- Responsible in receiving, sorting and stocking of PC parts, peripherals and other company supplies
- Implement planning, control and effective movement of inventory and related deployment

### **Wholesalmart Manager**

Suyen Corporation/BENCH, Philippines, Mar 2005 - May 2017

- Handle special and corporate account order fulfilment ,complaints and find solutions to their issues
- Build and manage client relationship, collect information and ensure that company offerings meet the individual needs of clients
- Supervise the activities of workers engaged in receiving, sorting , shipment and reaching monthly sales target

### **Assistant Export Manager**

Suyen Corporation/BENCH, Philippines, June 2003 - Feb 2005

- Issue shipping instructions and provide routing information to ensure delivery location and arrival of goods are coordinated
- Review invoices, work orders and consumption or demand forecasts to estimate peak delivery periods
- Arrange necessary shipment and examine invoices and shipping manifests for conformity of tariff and custom's regulations

### **Franchise and Export Assistant**

Suyen Corporation/ BENCH, Philippines, July 1999 - May 2003

- Receive franchise and wholesale application for local and international accounts
- Administrative task such as faxing of correspondences, encoding of trademark payment record and filing of franchise agreement and customer's record
- Answer phone calls and inquiries for the Dept