

Nicole Enes

BACHELOR'S DEGREE IN INTERNATIONAL RELATIONS

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PROFESSIONAL PROFILE

Graduated in International Relations from Universidade Estadual da Paraíba with a focus on Trade Promotion and Strategic Planning. Experience in an Export Qualification project, conducting market research, data analysis (Market Intelligence), and stakeholder support. I have focused on developing myself in strategic planning, data analysis, and designing solutions aimed at value generation, especially through public policies and development institutions. Over the years, I have gained practical experience with research methodologies, conducting diagnostics, systematizing executive deliverables, and working with diverse stakeholders. In addition, I developed skills in tools such as Microsoft Office, Google Workspace, Canva, Miro, and possess solid skills in communication, organization, and multidisciplinary teamwork, besides English, with proficiency in CRM and project management tools. My career includes international experience in Canada and Mexico, where I volunteered in an educational project on the SDGs (Sustainable Development Goals), engaging with social causes. I speak advanced English and intermediate Spanish, and have a strong commitment to causes of social and institutional impact. All of this led me to pursue my postgraduate degree in International Relations at UNIFESP, with the goal of further preparing my technical specifications and strategic decisions, combining analytical vision, responsible sense, and commitment to high-impact solutions.

EDUCATION

Postgraduate student in International Relations, (*current - 2028*) Universidade Federal de São Paulo (UNIFESP)

Bachelor's Degree in International Relations, (*March 2020 - June 2025*) Universidade Estadual da Paraíba

EXPERIENCE:

Secretariat of State for Science, Technology, Innovation, and Higher Education of Paraíba -
12/2024 - 12/2025

General Attribution: Support activities within the scope of the Export Qualification Project - Paraíba sem Fronteiras (QualiExporta PBsF), an initiative of the Government of Paraíba and funded by FAPESQ.

Participation in Export Qualification programs and promotion of foreign trade.

Conducting Market Intelligence: Preparation of reports, market studies, and monitoring of economic indicators.

Management and Control: Insert and update service information in the control system, ensuring the correct registration of the Project's actions and results.

Administrative and Technical Support: Assist technicians in organizing data, gathering information, and conducting research in official sources, in addition to supporting administrative and technical activities.

Activity Monitoring: Participate in technical visits, events of interest to the Project, and weekly meetings conducted by the Monitor, including the drafting of minutes.

Organization of Training: Support the logistics and execution of online or in-person training for assisted companies and the general public.

Production of Reports and Materials: Develop reports, spreadsheets, graphics, presentations, and communication materials related to the Project's actions and results.

Social Media Management: Plan, organize, and execute publications on social media, promoting the Project's actions.

Support to Team and Coordination: Advise the Coordinator, Monitor, and Technicians with relevant information compatible with the work demands.

Results achieved:

International Trade Promotion: Supported the insertion of companies from Paraíba into foreign markets, resulting in the state's exclusive representation at the 16th Expo Paraguai Brasil (Ciudad del Este) by companies assisted by the project.

Export Facilitation: Enabled the internationalization of local companies through the identification of subsidies and opportunities in export journeys, resulting in the closing of strategic partnerships for the first export of two assisted companies.

Market Intelligence and Regulation: Elaborated highly complex technical reports on regulation for beverage export (focus on cachaça to the USA) and sectoral market analyses (fruit pulp to Paraguay), supporting the strategic decision-making of the entrepreneurs.

Program Scalability: Implemented support and engagement strategies for new public notices, achieving a 100% increase (double the number of participants) compared to the previous cycle of the program.

Ruy Molina - 09/2023 - 06/2024

Client Portfolio Management: Proven experience in monitoring processes with clients, ensuring the input of necessary information and data for the continuation of processes.

Handling the Projuris platform: Responsible for registering and monitoring clients with active processes, ensuring compliance with deadlines and legal requirements.

Excellent Communication Skills: Exceptional verbal and written communication skills, essential for effective interaction with potential clients.

Efficient Schedule and Follow-up Management: Demonstrated ability in organizing and effectively managing schedules to ensure optimized meeting scheduling.

Results achieved:

Operational Efficiency: Managed a portfolio of active clients using the Projuris platform, ensuring 100% compliance with deadlines and legal requirements through a rigorous follow-up system.

Retention and Satisfaction (Churn): Worked directly on client service and portfolio management, implementing communication strategies that contributed to churn reduction and increased confidence in the service provided.

Schedule Optimization: Restructured the scheduling and follow-up flow, resulting in more fluid schedule management and time optimization for meetings with potential clients.

Data Quality: Constant updating of critical data in the CRM/Projuris, ensuring the team had accurate information for decision-making and reporting to clients.**ACADEMIC EXPERIENCE:**

PIBIC/CNPq - 09/2023-09/2024

Development of a Scientific Initiation project (PIBIC/CNPq).

Tutoring/Teaching Assistant 06/2022-06/2013

Responsible for data monitoring and preparation of classes and text analysis

VOLUNTEERING AND INTERNATIONAL EXPERIENCE:

AIIESEC-Mex Volunteering - 01/2024

Volunteering focused on teaching children: Taught at a school in an underprivileged community in Mexico with the goal of enriching children's knowledge about the 17 SDGs (Sustainable Development Goals) in Mexico City.

Work in a foreign language: Expertise in interpersonal communication in Spanish, conflict resolution, and fulfillment of expected duties.

Development of pedagogical skills: use of soft skills for reconciliation among children and in recreational activities.

Canada: 02/2024

Exchange experience focused on linguistic and cultural development.

AIIESEC in João Pessoa - 06/2020 - 06/2021

Sales Manager:

Implementation of operational improvements to generate savings and increase profit margins. Management of the member team, focusing on training and daily leadership of a team of 4 people.

Provision of personalized customer service, working to promote offered services, presenting the most suitable options for each profile.

Development of plans, goals, and schedules to complete projects on time through task delegation and tools like Microsoft Word and Excel, assisting in the production of various communications and reports.

Customer Experience Consultant:

Lead Generation: Proven experience in the proactive generation of leads to boost the sales funnel.

Sales Cycle Management: Experience in monitoring and managing the complete sales cycle, from prospecting to closing.

Productivity: Microsoft Office and Google Workspace.

Commercial Intelligence and Data: Proficiency in foreign trade and data analysis tools, including Comex Stat, Trade Map (ITC), Siscomex, Market Access Map, Global Trade Helpdesk, and OEC.

Customer Relationship Management (CRM): Advanced experience in CRM platforms (Kommo, Blubash, Podio, and Projuris) for database management, *lead* automation, and operational deadline control.

Data Analysis: Manipulation, organization, and analysis of data in spreadsheets.

Management and Documentation Skills:

Project Management: Process optimization, use of management tools, and application of agile methodologies.

Document Preparation:

Development of reports and contractual documents.

COURSES:

Fundamentals of Project Management -2025- LinkedIn Learning

LANGUAGES:

Spanish: Intermediate

English: Advanced

Portuguese: Native

ADDITIONAL INFORMATION:

Driver's License (Category B)

Availability for travel/relocation