

Nicole Sosa

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WWW.WOUNDEDBUTWISER.COM

PROFESSIONAL SUMMARY

Systems-minded operations and customer engagement professional with experience building and managing **outreach workflows, CRM infrastructure, participant onboarding systems, and scalable communication processes**. Strong background in **customer relations, relationship management, organization, and process improvement**. Proven ability to independently create structured systems that improve **consistency, tracking, engagement, and operational clarity**.

Highly adaptable, detail-oriented, and proactive with strengths in **customer success, workflow coordination, communication, documentation, and systems thinking**.

CORE SKILLS

- Customer Success & Relationship Management
- CRM & Outreach Tracking Systems
- Process Improvement
- Workflow Documentation
- Client Communication
- Follow-Up & Retention Strategies
- Operations Coordination
- Community Engagement
- Dashboard & Spreadsheet Management
- Training & Onboarding Support
- Problem Solving
- Time Management
- Conflict Resolution
- Professional Communication
- Adaptability & Organization
- Microsoft Office & Google Workspace
- Data Tracking & Reporting

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PROFESSIONAL EXPERIENCE

Founder & Operations Coordinator
Wounded But Wiser™ / Grace Legacy Trust
2025 – Present

- Designed and managed outreach CRM systems used to organize and track **13,000+ ministry and community outreach contacts**.
- Created **scalable follow-up workflows, engagement tracking systems, and communication pipelines** to improve outreach consistency and relationship management.
- Developed **onboarding structures, participant journey maps, operational flow systems, and leadership support materials**.
- Built **dashboards and reporting systems** for tracking campaign progress, outreach metrics, sales activity, and engagement performance.
- Created structured documentation including **workflow maps, operating systems, outreach procedures, and training resources**.
- Coordinated communication and relationship-building efforts with **churches, organizations, and community leaders**.
- Managed scheduling, digital organization systems, content coordination, and administrative operations.
- Independently developed and maintained **multi-sheet Google Workspace systems** for outreach, analytics, financial tracking, and operational management.
- Implemented standardized follow-up procedures and engagement systems to improve response management and participant support.
- Demonstrated strong **self-management, initiative, strategic thinking, and operational leadership** in a fully self-directed environment.

Independent Contractor / Rideshare Driver
Lyft
2024 – Present

- Maintained high customer service standards while coordinating transportation logistics in fast-paced environments.

- Demonstrated strong communication, time management, and problem-solving skills while managing multiple priorities.
- Built positive customer interactions through professionalism, reliability, and adaptability.
- Maintained safety compliance and consistent operational reliability.
- Adapted quickly to changing traffic conditions, schedules, and customer needs.

EDUCATION

Associate Degree — Business Management & Marketing

Continued Studies — Divinity & Theology; Diploma in Continuing Christian Ministry

Diploma — Massage Therapy

Christian Ministry and leadership studies completed through continuing education programs.

ADDITIONAL STRENGTHS

- Strong independent work ethic
- Systems-oriented mindset
- High adaptability and initiative
- Professional written communication
- Strategic and analytical thinking
- Experience managing structured digital workflows
- Comfortable learning new systems and software quickly
- Mission-driven and community-focused