

NICOLE GARCIA FISCHER

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7+ years of experience in consulting and operations. I led exponential account growth in the pharmaceutical practice and was a founding member of the BizOps practice at Real Chemistry, where we shipped processes and implemented new systems to 2K+ employees. Looking to join a high-growth startup with an immense talent density. I want us to win and make deep friendships along the way.

Professional Experience

Real Chemistry, *Director, Business Operations*

May 2022 - Present

As a leader in the company's first-ever 'Business Operations Transformation' team, delivered user-focused solutions from 'zero to one' and secured foundational data to optimize business performance for 2K+ employees globally.

- **Built & Scaled Processes via Automations**
 - Launched an automated Timesheet Compliance Program in just 3 months, reducing manual follow-ups by 90%, recovering several million dollars in previously unbilled hours, securing more accurate financial month-end invoicing, and enhancing utilization metrics enterprise-wide. I led the design of the program & requirements, as well as managed our Engineering and Change Management teams, owned the Pilot (strategy, execution, user feedback), and was responsible for all executive communications and presentations. I also created training materials (i.e., FAQs, leadership emails, videos) to help with adoption and change management company-wide.
 - Designed, built, and launched the company's first ever automated Talent Acquisition process, consolidating requisition approvals across acquired companies to improve the hiring process efficiency and ensure proper checks before hiring. Since launch in 2023, there has been 99% process adoption.
 - Lead offshoring team of five to drive seamless process maintenance; developed step-by-step instructionals and led training workshops so the offshoring team could completely own tasks moving forward, alleviating my team of 40+hrs of work per week.
- **Pioneered Official Rate Card Approval Program**
 - Introduced the first 'Rate Card Approval and Pricing Analysis' program – inclusive of (1) an analysis tool to show the GM% and discount of new rate cards – built in Excel but functions like an app; (2) an automated financial approval process built in Smartsheet to ensure proper checks for client rate card negotiations, and (3) standardizing the nomenclature for all rate cards to ensure clarity on currency and client.
 - The program strengthened pricing visibility and improved rate card management, ultimately leading to better rate negotiations and sunsetting of unfavorable rate cards.
 - I drove adoption across Finance teams, and led the sunsetting of 150+ 'unfavorable' rate cards (50% reduction in negotiated rate cards). Real Chemistry's audit partner awarded this process an A+, classifying it as the best process the Finance team uses.
- **Developed Strategic Reporting & Led Business Intelligence Transformation**
 - Designed reporting briefs & managed the Systems team to develop several high-stakes reports used by Execs in monthly Private Equity meetings, including: Utilization, Gross Margin, and Capacity Analysis.
 - I also shipped company-wide two PowerBIs to empower employees with Personal Pacing (i.e., pacing to client Billable targets) and Timesheet Compliance metrics. I designed and built the reports, as well as owned the QA & pilot strategy.
 - Co-Founded a 'Reporting Committee' to standardize Corporate reporting and ensure consistent data governance. Consolidated 30+ reports across platforms (Excel, PowerPoint, Domo) to <10 in live platforms (PowerBI and Adaptive). This reporting approach has cut-out hundreds of hours per month spent across Finance and Resource Management teams on manual reports, as well as ensured leaders can reference only "one" source of truth to inform their decision making.
- **Implemented Adobe Workfront to 2K+ Employees**
 - Played a pivotal role in the deployment of Adobe Workfront across 30+ teams, which led to 80% improvement in resourcing visibility. I led several user interviews; was the right hand to the Program leader in all the design sessions; developed the resourcing intake form that is now used company-wide; and managed the license, access and permission implementation. I also delivered weekly presentations to C-suite, providing strategic updates and escalations on Workfront implementation.
 - I led the development of a PowerBi that connected projections from Workfront with data points from other systems (e.g., OpenAir timesheet actuals, Project Rates, Workday PTO/LOA). This is the first time leadership has this visibility into their team's allocations and how projections will impact project scope and hiring needs, leading to more accurate forecasting.
- **Tested AI Use Cases for Increased Operational Efficiency**
 - Selected as one of ten employees company-wide to spearhead 'Skunkwork' initiatives to pilot AI case studies. Implemented a Client Conflict AI assistant that reduced manual conflict identification time by 60%, and used internal 'ChatGPT' tool to analyze employee project time from 2024 to inform project code structure for 2025.

Real Chemistry, *Associate Director, Corporate Strategy & Analytics*

January 2020 - June 2022

Real Chemistry works with the top 30 pharma and biotech companies, and has achieved 20 years of double-digit growth. Ranked by Fast Company as #2 most innovative in data sciences, Cannes Lions as the #3 most creative in health and MM+M as the #1 medical marketing agency.

- Led account expansion from \$150K to \$1.5M in <1 year, building a high-performing team of six to execute pricing & access strategy for top pharma client, and becoming the practice's top revenue source.
- Graduated from Real Chemistry's competitive Hybrid Program, dedicating 30% of my time to the Analytics practice to contribute to data-driven projects such as corporate relevance assessments, competitor & landscape analyses, and influencer/KOL identification.
- Managed two direct reports and developed a Learning & Development curriculum for 10+ junior staff, fostering a community of growth; curriculum included presentation skills, career planning workshops, leadership speaker series, and Pharma Pricing 101 lessons.

Ogilvy, *Account Executive, Vaccines Portfolio and Emerging Markets*

Jan 2018 - Jan 2020

Ogilvy creates impact for brands via advertising, PR, consulting, and health capabilities with experts across over 120 offices in nearly 90 countries.

- Led day-to-day account work for a top-20 pharmaceutical client, focused on rebranding the company's emerging markets corporate narrative; interviewed client's regional presidents to help drive enhanced brand image and stronger government partnerships.
- Shaped commercial strategy ahead of FDA approval for a vaccine candidate, creating impactful value messaging and campaign materials to influence market readiness. Managed monthly finances and billing for \$1.5M+ client portfolio.

Education

Duke University, B.A. in Public Policy & Global Health, Pre-Medical track | *Dean's List in 2013*

Aug 2013 - May 2017

Columbia University, Corporate Finance course, New York, NY

Spring 2019

Programming Experience

SheCodes Certificate, Front-End Developer (*beginner JavaScript, HTML, CSS*)

January - March 2022

The Commons, Strategy & Operations in Tech (*beginner SQL*)

Spring 2023

Harvard CS50: Introduction to Computer Science (*beginner, C++, Python, SQL, JavaScript, HTML, CSS*)

Winter 2024 - Present

Side Projects

- [Personal Portfolio](#), built my personal website using HTML, CSS, JS. This is where I share case studies & projects I am working on.
- [Galipan Searches for Home](#), a children's book about a plant who is yanked from her roots and finds the meaning of home; available on Kindle.
- [Les discourses](#), powered by the OpenAI API, a conversation tool written in Python to speak to your favorite thinkers.
- [Hackers & Painters' Museum](#), an online museum inspired by Paul Graham's 'Hackers and Painters' designed in Figma.

Skills:

- **Software & Tools:** Microsoft (Word, PowerPoint, Excel, PowerBI, Power Virtual Agents); Smartsheet, Workfront, Workday, Miro, Figma, JavaScript, HTML, CSS, SQL, Python
- **Languages:** Spanish (native), English (native), French (beginner)