

Nicole Shea

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Professional Summary

Strategic operations and financial leader with 21 years of experience guiding large, matrixed organizations through transformational change. Trusted advisor to senior executives, known for translating high-level strategy into clear, actionable plans that align with organizational goals and deliver measurable results.

Recognized for emotional intelligence, calm under pressure, and cross-functional leadership that builds trust across diverse teams and stakeholders. Skilled at managing multi-million-dollar budgets, optimizing resources, simplifying systems, and enhancing service delivery - all with a focus on transparency, accountability, and public impact.

Known for designing culturally relevant initiatives rooted in equity, inclusion, and community engagement, and driving sustainable success through collaboration and data-informed decision-making.

Core Competencies

- Strategic Planning & Organizational Alignment
- Budgeting, Forecasting & Financial Oversight
- Human Resources
- Program Evaluation & Performance Metrics
- Administrative Systems & Process Improvement
- Risk Management & Regulatory Compliance
- Cross-Functional Team Leadership
- Change Management & Business Continuity
- Procurement & Contract Oversight
- Executive Communications & Reporting

Education & Certifications

- **MBA, Business Administration** — Dowling College, Oakdale, NY
 - **BBA, Business Administration** — Dowling College, Oakdale, NY
 - **Small Farms Program: The Promise of Urban Agriculture** — Cornell University (Jan 25')
 - **Equitable Community Change** — Cornell ILR School (Jun 24')
 - **Diversity, Equity & Inclusion** — Cornell ILR School (May 24')
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Experience

Business Manager

Functioning as Director of Administration, Strategy, Finance, and Operations

JPMorgan Chase | Marketing & Communications | Dallas, TX

11/2015 – Present

- **Administrative Leadership:** Oversee HR, procurement, and contract management functions. Develop and implement internal systems that improve efficiency, compliance, and organizational accountability.
- **Strategic Planning:** Lead strategic initiatives and long-range planning efforts. Align resources, programs, and policies to meet organizational goals and respond to evolving community and stakeholder needs.
- **Financial Oversight:** Manage an annual budget \$38M+, conduct financial forecasting and reporting, and ensure sound fiscal management. Supervise audits and maintain compliance with funding and regulatory requirements.
- **Operations Management:** Direct day-to-day operations across multiple functions to ensure high-quality service delivery, process improvements, and adherence to internal standards and external regulations.
- **Cross-Sector Collaboration:** Serve as a key liaison between departments, vendors, and public-sector stakeholders. Cultivate partnerships with local agencies, community organizations, and service providers.

Chief of Staff

JPMorgan Chase | New York, NY

8/2014 – 11/2015

- Supported international policy and operational strategy, driving executive initiatives and compliance reviews.
- Coordinated quarterly business reviews and transformation efforts focused on internal controls and governance.
- Authored executive briefs, policy templates, and performance scorecards for use in audits and board presentations.

Program Manager

JPMorgan Chase | New York, NY

9/2010 – 8/2014

- Managed cross-functional teams to develop enterprise reporting systems, improving data accuracy by 30%.
- Aligned program development with operations, compliance, and business development strategies.

Business Manager & Program Manager

Merrill Lynch | Banking and Markets | New York, NY

4/2006 – 9/2010

- Designed financial reporting tools to increase transparency and improve forecasting accuracy.
- Managed department-wide performance reviews and contributed to strategic planning across business units.

Credit Officer Support Analyst
JPMorgan Chase | New York, NY

5/2003 – 4/2006

- Conducted hedge fund financial analysis, supporting risk assessments and regulatory compliance.

Residence Hall Director (RHD), Office of Residence Life
Dowling College | Oakdale, NY

6/2000 – 5/2003

- Full-time live-in graduate student, committed to creating and sustaining supportive learning environments and helping students to reach their curricular goals.
- Responsible for the administrative and managerial functions of the residence hall and managing: 6 RAs (resident assistant), 1 secretary, staffed 24-hour customer service desk, maintenance staff and house keepers.

Resident Assistant (RA), Office of Residence Life
Dowling College | Oakdale, NY

6/1996 – 5/2000

- Full-time live-in student, responsible for an assigned wing of the residence hall, living side by side with the residents. Reporting to the RHD (residence hall director), responsible for being a visible role model, helping students live together productively in the residence hall.
 - On duty 24 hour rotating shifts and on-call as backup 1 week a month.
 - Provide assistance and appropriate referrals in a variety of areas; academic, spiritual, social, personal. Host 4 activities a month, accompany the RHD on weekly dorm room checks, enforce dry campus policies, responsible for check-in and check-out of my wing.
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