Pia Nikka B. Mallari

PROJECT MANAGEMENT PROFESSIONAL

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SUMMARY

Operations professional pivoting into project management, holding an MBA in International Project Management (BEBS — Barcelona, awarded by UCAM, Jul 2026). Brings over eight years of hands-on experience coordinating multi-stakeholder logistics, vendor relationships, and budget management in a high-trust global environment, combined with earlier careers in banking customer service and corporate technical support. Fluent in English, conversational in Spanish. Actively building PM expertise through structured coursework and thesis research on sustainable supply chain operations. Seeking project manager roles across SMEs and large organisations in Spain, and open to fully remote positions.

EXPERIENCE

Logistics Operations Manager

Apr 2018 – Oct 2025

Private Employer · Hong Kong

- Coordinated all scheduling, appointments, and logistics for a household of four across multiple time zones and international locations.
- Managed monthly procurement and operations, overseeing vendor selection, purchasing, and inventory to minimise waste and optimise spend.
- Planned and executed international travel, educational programmes, and structured activity schedules, adapting plans in real time to changing priorities.
- Served as the primary point of contact across service providers, schools, and external stakeholders in a multicultural, multilingual environment.
- Maintained confidentiality and full operational continuity over a 7+ year engagement with zero service interruptions.

Customer Service Associate

Apr 2015 – Oct 2016

BDO Unibank Inc. · Eastwood City, Quezon City, Philippines

- Supported customers with banking transactions, inquiries, and issue resolution in a fast-paced branch environment.
- Processed deposits, withdrawals, and account-related requests with accuracy and adherence to compliance standards.
- Communicated clearly and professionally with clients, strengthening relationships and improving satisfaction.
- Contributed to community engagement activities that reinforced customer loyalty and brand presence.

Technical Support Representative

Mar 2014 – Mar 2015

Philippine Long Distance Telephone Company (PLDT) · Philippines

- Provided first-line technical support to corporate clients, troubleshooting service issues and coordinating resolutions.
- Logged and tracked incidents using the COMET system to ensure timely follow-up.
- Created and escalated fault tickets, collaborating with internal teams to restore services within agreed timelines.
- Delivered accurate updates to clients and maintained clear documentation to support operational efficiency.

EDUCATION

MBA in International Project Management
2025 – Jul 2026

BEBS (Barcelona Executive Business School) · Barcelona, Spain

Awarded by UCAM (Universidad Católica San Antonio de Murcia)
Thesis: Sustainable Production of Standardised Fragrance Botanicals

BSc, Information Technology
2013

ABE International College of Business and Accountancy · Pangasinan, Philippines

CERTIFICATIONS

- The Complete Project Management Course · Udemy
- Project Manager's Practical Guide to Using AI — 8 PDU · Udemy

CONTINUOUS LEARNING

- ISC2 Certified in Cybersecurity (CC) — Course Completion, 2024
- Cyber Security: From Beginner to Expert · Udemy

SKILLS

PROJECT AND OPERATIONS
Project coordination · Scheduling & task management · Cross-functional communication · MS Project · Customer service · Issue tracking & follow-up · Independent decision-making · Vendor management

BUSINESS AND FINANCE
Budget management · Financial modeling · Business valuation

COMMUNICATION
Stakeholder communication · Global adaptability

LANGUAGES

English Fluent Spanish Conversational Ilocano Native Tagalog Native