Nicole Rebolledo

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EDUCATION

Master of Business Administration **Expected: July 2028**
Georgia Institute of Technology Atlanta, GA

Bachelor of Arts in Psychology **Graduated July 2021**
Florida International University Miami, FL

PROFESSIONAL EXPERIENCE

Project Leader **Atlanta, GA**
Ocean Bank November 2023 – Present

- Lead end-to-end delivery of enterprise IT initiatives, including a multi-unit customer experience transformation, managing budgets up to $10 million and ensuring alignment with strategic business goals and regulatory requirements.
- Establish and oversee IT governance frameworks (AI, audit, and security) to strengthen compliance, mitigate risk, and support organizational growth.
- Partner with cross-functional teams and vendors to design, develop, and launch technology solutions that enhance operational efficiency and market competitiveness.

Human Resources Coordinator **Atlanta, GA**
ARCO a Family of Construction Companies February 2023 – November 2023

- Directed HR operations for 200+ associates across multiple business units, serving as a strategic partner to leadership on talent management, associate engagement, and organizational development initiatives.
- Led company-wide projects to optimize onboarding, performance management, and compliance processes, improving efficiency and supporting ARCO's recognition as one of Atlanta's Best Places to Work.
- Collaborated with cross-functional leaders and HR specialty areas (Talent Acquisition, L&D, Total Rewards) to design and implement programs that strengthened culture, mitigated risk, and advanced long-term business goals.

KEY PROJECTS & INNOVATION LEADERSHIP

ThetaRay AI/ML Detection Engine *Ocean Bank* **December 2024 - Present**

- Leading proof-of-concept for AI-driven BSA alert reduction tool, targeting 50% fewer false positives while maintaining 90%+ productive alert capture.
- Directed "Build vs. Buy" analysis, secured executive approval, and coordinated integration with FIS Prime alongside Regulatory Risk, IT, and Data Security teams.

Microsoft Copilot Pilot Program *Ocean Bank* **March 2025 - Present**

- Selected by CIO to design and lead enterprise pilot of Microsoft Copilot (Generative AI for MS365), preparing business case for board approval.
- Hosted training for key stakeholders and aligned AI use with newly established governance and compliance policies.

uChoose Loyalty Rewards & CardHub Launch *Ocean Bank* **April 2024 – September 2025**

- Directed launch of debit card rewards program via CardHub, enhancing customer engagement and driving increased card usage.
- Managed $37K budget and cross-functional teams to deliver full transaction visibility and a seamless user experience.

SKILLS & RECOGNITION

Skills & Competencies: Project Management · Stakeholder Engagement · Change Management · Business Process Improvement · Product Development · Compliance & Regulatory Risk · Metrics & Data Analysis

Languages: Spanish (Native), Portuguese (Intermediate)

Professional Awards & Recognition

- Young Professional of the Year – Women in Technology: Honored for leadership and impact in early-career tech in Atlanta
- Early Bird Award – Ocean Bank: Recognized for proactive project delivery and cross-functional collaboration

Community Engagement: Women in Technology Committee Member, Georgia FinTech Academy Speaker, GA Tech Student Ambassador

CERTIFICATIONS

Aha! Product Management Professional Certificate Aha! - 2024

Google Project Management Certificate Google - 2023