

NICOLE JONES

AI Automation Specialist · QA Engineer · IT Systems Professional

U.S. Army Veteran · U.S. Citizen

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PROFESSIONAL PROFILE

Technology professional with a proven track record delivering production-grade AI automation, QA engineering, and IT systems work across regulated, compliance-critical environments. Built and deployed 14 automation projects with documented ROI including a 99% processing time reduction and 80% lead generation efficiency gain. Deep hands-on expertise spanning agentic AI (AutoGen, MCP), RAG architecture (Pinecone), n8n/Make.com workflow orchestration, REST APIs, and SDET fundamentals. Brings 20+ years of structured problem-solving, systems coordination, and audit-ready documentation providing the operational discipline to translate technical capabilities into business impact at scale. Pursuing roles in AI Engineering, QA Automation, SDET, or Senior IT Systems.

CORE TECHNICAL COMPETENCIES

AGENTIC AI & AUTOMATION | QA & SDET ENGINEERING

AutoGen multi-agent systems, MCP server integration, Test strategy and planning, defect lifecycle management, n8n, Make.com, Zapier, RAG architecture (Pinecone, root cause analysis, regression testing, gap analysis, Firecrawl), Claude Desktop, OpenRouter, LangChain corrective action tracking, audit-ready documentation

APIs & DATA INTEGRATION | IT SYSTEMS & INFRASTRUCTURE

REST APIs, Webhooks, JSON, OAuth2, JWT, Windows 10/11/Server, Linux (Ubuntu/CLI), macOS, Postman, Supabase, Airtable, Apify, Firecrawl, TCP/IP, DNS, DHCP, VPN, hardware diagnostics, Google Drive API, Mistral OCR, PDF.co BIOS/UEFI, virtualization (Hyper-V, VMware), RDP

SECURITY & COMPLIANCE | SCRIPTING & DEV TOOLS

HIPAA documentation, user account management, Python (fundamentals), PowerShell, Bash/CLI, Git, endpoint security, data protection, audit compliance, GitHub, GitHub Copilot, Selenium WebDriver, Jira, regulatory reporting, SOC awareness, Notion, Google Workspace, Microsoft Office Suite

PROFESSIONAL EXPERIENCE

Intensive Support Coordinator

Mar 2025 – Present

CareStar of Georgia · Atlanta, GA · Full-Time

- Manage a caseload of approximately 20 high-acuity individuals with intellectual and developmental disabilities, applying structured project management methodology to coordinate care plans, track milestones, and drive progress across interdisciplinary service teams
- Conduct routine health, safety, social, and environmental assessments using standardized evaluation frameworks, documenting findings in electronic case management systems with the accuracy and traceability required for DBHDD compliance and audit standards
- Develop and maintain person-centered service and care path plans aligned with NOW/COMP waiver requirements, HCBS guidelines, and DBHDD standards, managing versioning and update cycles consistent with documentation control practices in QA environments
- Coordinate medical, behavioral health, residential, and educational service delivery across multiple providers and agencies, serving as the central integration point for each client's service ecosystem and resolving workflow gaps and delivery inconsistencies
- Monitor outcome metrics, identify service gaps and compliance deficiencies, and escalate issues through structured reporting channels, applying root cause analysis consistent with QA defect tracking and corrective action methodology

Quality Assurance Coordinator

Jun 2024 – Present

Tailoriste Consultants · Atlanta, GA · Remote · Contract

- Design and execute structured QA audits across operational workflows identifying defects, process gaps, and automation opportunities using systematic root cause analysis and gap analysis methodology
- Discovered a critical resource misallocation during a QA audit, surfacing a corrective action that recovered significant operational costs and demonstrated the direct financial value of rigorous QA practice
- Produce monthly performance and system health reports using quality measurement data; findings directly inform process automation priorities and workflow optimization initiatives
- Apply REST API validation (Postman), Git version control, and n8n/Make.com automation to support integrated testing and operational tooling workflows
- Monitor and track audit improvement plans and corrective action timelines, maintaining accountability for defect resolution and verifying that fixes were implemented effectively and sustainably

PwC Nonprofit Consulting Extern

Jun 2026 – Aug 2026

Extern, Inc. · Remote · Nonprofit consulting externship conducted in collaboration with PwC

- Analyzed and evaluated the Reggie Stephens Foundation's fundraising operations against IRS Form 990 filings and comparable nonprofit research, correcting the organization's financial baseline and delivering findings with the source traceability and audit-ready documentation standards used in QA practice
- Built a prioritized institutional partnership pipeline of 5 verified funder leads from a 16 candidate scored long list, applying a 7 criterion evaluation framework with documented, defensible rationale for every inclusion and exclusion, methodology directly parallel to test case design and requirements traceability
- Detected a critical eligibility conflict by cross-referencing a funder's published grant guidelines against 990 financial data, applying the edge case detection and root cause analysis mindset of QA defect work to convert a potential disqualifier into a sequenced, actionable plan
- Documented the end-to-end research process as a replicable playbook that separates rule-based, automatable steps from human judgment steps, designing an AI-assisted quarterly workflow the two person nonprofit can run without added staff
- Created and delivered a Pyramid Principle final presentation and recorded video of recommendations, strengthening critical thinking, structured written communication, coordination, and stakeholder-focused problem solving

Externship program managed by Extern, Inc. in collaboration with PwC volunteers; experiences and views shared are personal and do not necessarily reflect PwC's views or business practices.

AI Automation Specialist Intern

Dec 2025 – Apr 2026

MaxiMax (Careerist Program) · Remote

- Deployed 14 production-grade agentic workflows using n8n and Make.com; delivered a 99% processing time reduction (50 minutes to under 30 seconds) on document intake and CRM sync pipelines
- Engineered a full-cycle AI lead generation pipeline using Apify scraping, n8n orchestration, and real-time Slack/Google Sheets delivery, eliminating 80% of manual lead management effort
- Designed a RAG knowledge base chatbot using Pinecone vector storage, Firecrawl content ingestion, and n8n for Slack/Telegram delivery, enabling semantic, context-aware automated responses at scale
- Integrated Claude Desktop with a custom MCP server, wrapping REST API and Selenium WebDriver commands as MCP tools to enable natural-language-triggered AI agent automation
- Implemented dual-layer error handling (upstream input validation and global Slack webhook alerting) achieving production-grade pipeline reliability across all 14 deployments

Inclusion Support Systems Advisor (Volunteer)

Sep 2013 – Mar 2026

LIFECare Social Services Consulting · Douglas County, GA · Remote · Unpaid Volunteer Consulting Role

- Coordinated multi-system workflows across clients, providers, and regulatory agencies, managing complex, interdependent processes requiring precision, traceability, and documented accountability
- Conducted 250+ structured assessments to identify service gaps, compliance inconsistencies, and workflow inefficiencies, applying diagnostic methodology consistent with QA and IT troubleshooting frameworks
- Developed and maintained individualized service plans requiring structured data collection, accuracy validation, and iterative updates aligned with changing client needs and evolving regulatory requirements
- Maintained HIPAA-compliant documentation and data handling across all client records, producing audit-ready compliance packages in highly regulated environments
- Utilized electronic case management databases and HMIS platforms to maintain accurate, audit-ready records, gaining hands-on experience with data systems, digital documentation workflows, and system-level data integrity

Planning List Administrator

Jul 2009 – Sep 2013

- Managed compliance tracking, regulatory documentation, and structured data reporting for a state agency with multi-department coordination and strict audit requirements
- Produced 100+ structured data plans with accuracy requirements aligned to state compliance standards and audit documentation protocols
- Monitored multi-system compliance across NOW/COMP waiver programs, Medicaid state plan requirements, and DBHDD standards, developing a systematic approach to tracking requirements across overlapping regulatory frameworks
- Identified and escalated system-level issues including provider gaps, documentation deficiencies, and service delays using structured reporting channels, applying root cause analysis to distinguish isolated incidents from systemic failures
- Resolved cross-department workflow discrepancies, functioning as informal systems support for process and data issues across multiple operational units

CERTIFICATIONS AND CREDENTIALS

CompTIA A+ ce Certification | Earned July 2026 IBM AI Fundamentals with Capstone | Jan 2026
Google IT Support | Completed August 2026 IBM IT Support Professional | Completed August 2026
SDET Automation Engineering | NL Tech Trainings | In Progress

EDUCATION

M.S., Software Engineering | Kennesaw State University | In Progress
SDET Automation Engineering | NL Tech Trainings | In Progress
Per Scholas Atlanta | IT Support | Completed July 2026
AI Automation Specialist | Careerist | Completed Apr 2026
M.S., Counseling Psychology | Troy State University
Master of Public Administration (MPA) | Columbus State University
B.A., Political Science and Sociology | University of West Georgia