

Nicole Jones

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WORK EXPERIENCE

CareStar of Georgia Atlanta, GA

Intensive Support Coordinator

Mar 2025 – Present

- Administered high-complexity Medicaid waiver service plans for 30 participants, securing 100% on-time state funding approvals, by directing person-centered care paths under DBHDD and HCBS guidelines.
- Accelerated case management efficiency and documentation accuracy, utilizing TheraP and electronic EHR healthcare IT platforms to maintain HIPAA-compliant, 100% audit-ready client records.
- Led interagency compliance oversight across medical and behavioral health providers, eliminating recurring service delivery gaps through rigorous policy governance and interdisciplinary stakeholder alignment.
- Standardized monthly assessment and prior authorization tracking processes, achieving a 100% compliance pass rate during state regulatory audits through strict DBHDD documentation and version control protocols.
- Executed structured CAPA plans for service deficiencies, resolving escalated compliance issues by applying diagnostic root-cause analysis to provider reporting channels.

Extern, Inc. (in collaboration with PwC)

Nonprofit Consulting Extern

Remote

Mar 2025 – August 2026

- Restructured financial compliance oversight for fundraising operations, rectifying a \$100,000 baseline variance by evaluating operational records against IRS Form 990 filings.
- Established a high-yield institutional partnership pipeline of 5 verified funder leads, expanding funder outreach capacity by developing a 7-criterion scoring framework.
- Mitigated critical regulatory eligibility risks, preventing project delays of up to 16 weeks by cross-referencing published grant guidelines against 990 financial data.
- Authored a scalable policy governance playbook, eliminating recurring administrative bottlenecks by segregating rule-based automated tasks from human-judgment workflows.
- Delivered strategic executive presentations to leadership stakeholders, securing 100% stakeholder alignment on proposed operational recommendations by utilizing Pyramid Principle communication frameworks.

MaxiMax (Careerist Program)

AI Automation Specialist Intern

Remote

Dec 2025 – Apr 2026

- Pioneered 14 production-grade AI agentic workflows, delivering a 99% processing-time reduction (from 50 minutes to under 30 seconds) by engineering automated document intake pipelines.
- Automated lead management operations, eliminating 80% of manual handling effort by orchestrating full-cycle lead generation pipelines via Apify scraping and real-time Slack/Google Sheets sync.
- Optimized invoice processing workflows, cutting manual effort by 60% through constructing Mistral OCR extractions with webhook-triggered conditional routing.
- Deployed an enterprise RAG knowledge chatbot, enabling semantic responses across 10,000 monthly active internal queries by integrating Pinecone vector storage and Firecrawl web ingestion.
- Enhanced pipeline reliability across all 14 deployments, achieving production-grade uptime by designing dual-layer error handling via input validation and global Slack alerting webhooks.

LIFECare Social Services Consulting

Inclusion Support Systems Advisor (Volunteer)

Douglas County, GA

Sep 2013 – Mar 2026

- Directed 250+ structured compliance assessments, systematically resolving operational workflow inefficiencies across multi-agency ecosystems by applying diagnostic QA troubleshooting frameworks.
- Harmonized state and federal Medicaid policy alignment, expanding HCBS waiver service access across Georgia by building strategic partnerships with state agencies and advocacy groups.
- Maintained 100% audit-ready documentation across all client records, ensuring complete compliance with HIPAA and DBHDD policy guidelines through rigorous data protection controls.
- Standardized cross-sector technical assistance workflows, improving caregiver policy comprehension by developing structured guidance on NOW/COMP waiver eligibility.
- Served as Tier 1/Tier 2 systems support lead, resolving operational data discrepancies by instituting continuous process monitoring across multi-department service units.

Tailoriste Consultants

Quality Assurance & Process Manager

Atlanta, GA

Jun 2024 – December 2025

- Spearheaded cross-functional operational QA audits and compliance investigations, recovering significant operational costs by surfacing critical resource misallocations and implementing CAPA protocols.

- Formulated executive system health dashboards and risk registers, elevating leadership visibility across operational roadmaps, by synthesizing quality measurement data with REST API validation and n8n automation tools.
- Engineered structured incident-logging workflows aligned with OIG compliance guidance, establishing audit-ready records across active client engagements with zero compliance infractions reported.
- Overhauled root-cause analysis and gap analysis methodology, systematically reducing process defects by identifying workflow bottlenecks and standardizing defect lifecycle management protocols.
- Orchestrated automated regression testing and compliance monitoring, significantly decreasing audit review cycle times through Postman API integration and version-controlled Git workflows.

Georgia Dept. of Human Resources – Office of Developmental Disabilities

Planning List Administrator

Georgia

Jul 2009 – Sep 2013

- Managed compliance tracking, regulatory documentation, and structured data reporting, maintaining full regulatory compliance standards across multi-department state operations.
- Produced 100+ structured data plans, ensuring strict accuracy requirements aligned to state audit documentation protocols.
- Resolved cross-department workflow discrepancies, functioning as systems support lead for process and data issues across state operational units.

EDUCATION

Columbus State University

Master of Public Administration (MPA)

Columbus, GA

Troy State University

Master of Science in Counseling Psychology

Troy, AL

University of West Georgia

Bachelor of Arts in Political Science and Sociology

Carrollton, GA

SKILLS & INTERESTS

Technical & Professional Skills: Medicaid Waiver Administration (NOW/COMP), HCBS Policy, CMS & OIG Compliance, CAPA Protocols, Audit Readiness, EHR/SaaS Systems (TheraP), Process Optimization, Project Lifecycle Management (PMP Candidate), QA Testing & Defect Lifecycle, AI & Agentic Automation (n8n, AutoGen, RAG Architecture), Postman API, Python, SQL/Git, HIPAA Data Security.

Certifications & Credentials: Project Management Professional (PMP, Exam Expected Nov 2026) | CompTIA A+ ce (Issued July 2026) | IBM AI Fundamentals with Capstone | Google AI Essentials | Careerist AI Automation Specialist | IT Support Program (Per Scholas) | Adult Mental Health First Aid.

Military Service: Veteran, United States Army.

Interests: Avid reader (Audiobooks & Literature), Classic Cinema (The Wizard of Oz, Grease), Outdoor activities, Travel.