

JARROD MICHELS

PRODUCT + PROGRAM MANAGER |
LEADERSHIP & DEVELOPMENT CONSULTANT



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INNOVATIVE BUSINESS LEADER CREATING PROFITABLE AND PRODUCTIVE ORGANIZATIONS BY EMPOWERING EMPLOYEES AND LEADERS TO OPTIMIZE EFFICIENCY AND IMPROVE PROCESSES

PROFESSIONAL EXPERIENCE

Advance Integrative Wellness, LLC Atlanta, GA (remote) <https://advanceyourself.biz>
Leadership & Development Consultant / Founder July 2018 --

- Collaborates with business leadership teams at clients' organizations to formulate curriculum for their programs
- Assesses potential candidates for suitability for different programs such as management training and leadership development initiatives
- Helps clients develop custom-tailored strategies for promoting and developing skills that improve their leadership ability, but also help them enhance their overall well-being & work-life balance
- Builds strategic partnerships across multiple business segments to help executives and senior leaders improve productivity and well-being throughout their teams
- Created the 'Advance Yourself' flagship program targeted at new business leaders & high-potential employees who seek to enhance leadership soft skills and also improve their overall satisfaction and well-being
- Integrates technology and automation with organizations' existing processes and structure in order to improve efficiencies, cut costs, and improve employee/leadership capacity
- Assists leadership teams with building shared beliefs and attitudes across organizational structures
- Creates and implements new training initiatives such as online modules, interactive software, and online programs, assuring continuous training to employees to promote long-term excellence
- Advises executives on best science-based modalities to meet their potential and enhance overall wellness, consistently helping individuals realize their professional goals such as promotions, new jobs, project excellence, etc.

Q Care Plus, Inc Atlanta, GA (remote) <https://qcareplus.com>
Program Manager / Product Owner April 2022 October 2022

- Oversaw development, implementation and maintenance of hundreds of Jira tickets with engineering team; maintained ticketing backlog/queue for developer and QA teams; reviewed completed tickets prior to release
- Provided insight and guidance on key user experience issues in order to create a more cohesive and user-friendly experience for our patients and clients
- Assisted in management of a team of 12 full stack engineers for both front-end and back-end programming
- Led communications between medical providers (operations), executive, and programming teams to prioritize projects and create roadmaps / sprints in order to orchestrate smooth and efficient program development
- Created & oversaw automated API and RPA processes to improve efficiencies throughout the organization, cumulatively saving approximately 750 working hours over the course of a year
- Addressed technical, financial and operational concerns of software by communicating with engineers, clients, and directors
- Delegated tasks to engineering team or other operational team as necessary to maintain workflow consistencies
- Trained and transitioned new team members and engineering staff after the acquisition of QCare+ in
- Met with users and stakeholders on regular basis to assess progress and make adjustments
- Implemented and led meetings, such as stand-ups, 1-1's, and retrospectives with team to maintain project timelines
- Strategically balanced technology and business needs of organization by prioritizing needs of the customer care & medical provider teams with the capacity of the engineering team to meet overall organizational goals

Director of Client Relations August 2020 April 2022

- As a founding officer, spearheaded operations and led the back-end team to quickly grow the company from managing zero to over 11,000 enrolled participants across more than twenty states in less than two years
- Organized and created daily workflow for operations team for all non-medical (operational) SOPs; adjusted and reworked processes to accommodate the company's rapid growth
- Liaised and met with non-profit partners (clients) to ensure that their needs were being met, provided analytical reporting of their cases and demographics, and assisted with maintaining clients' 340B grant compliance
- Analyzed and reported on case data to ensure all cases were billed properly; collaborated with finance department on billing/revenue accuracy; prepared cases to bill over \$8M in revenue in just 22 months from launch
- Trained and directed team of six client care team members responsible for managing case care and cyclical adherence in the program; oversaw daily operations to maximize customer satisfaction and employee productivity
- Delegated tasks to support team members and created internal custom cloud-based tools, apps, and automations to help solve complex business issues, increase productivity, and empower team members
- Collaborated with third party partners (such as lab and pharmacy) to create cohesive and streamlined processes
- Led team on developing soft skills to improve their productivity, alleviate stress, and improve workflows
- Investigated, documented and submitted information to stakeholders and technical teams about special incidences, events, and complaints
- Trained and led client services team to execute business strategies and deliver maximum customer satisfaction, resulting in a net promoter score of 72 based on 4000+ patient responses at their quarterly check-ups
- Cultivated culture of continuous improvement and innovation to improve efficiency and drive results
- Determined, analyzed, and reported on KPIs for Client Service Team

CONTACT INFO

CERTIFICATIONS

Certified Integrative Wellness Coach
Integrative Wellness Academy 2018
Community PowerUser-Course Completion
Microsoft Power Platform 2022

SKILLS AND PROFICIENCIES

Business Competencies

- Continuous Improvement
- Planning & Strategy / Innovative Solutions
- Process Analysis & Workflow Automation Enhancement
- Integrative Wellness
- Leadership Development / Team Building
- Cross-Departmental Communications & Training

Soft Skills

- Dependable and reliable
- Resourceful, proactive, and self-sufficient
- Emotionally Intelligent
- Timely and Efficient
- Leadership by example
- Efficient and accurate
- "Service First" Mentality

Technical Proficiencies*

- **Automation | Process Enhancement** ♦♦♦♦♦ Advanced
OCR | Programming / AI Training | Power Automate | UiPath | Zapier
- **Business Administration** ♦♦♦♦♦ Expert
Adobe Acrobat/CC | Google Workspace | Office Suite | Power Platform
- **Data Analytics / Visualization** ♦♦♦♦♦ Proficient
Power BI | Snowflake | SQL
- **Process Flow | Collaboration**
LucidChart | Miro | Mural | Visio
- **Program & Project Management** ♦♦♦♦♦ Skilled
Agile Frameworks (Sprints / Retrospectives / Scrum / etc.) | Confluence | Jira | Kanban
- **Programming / Development Language** ♦♦♦♦♦ Functional
C# | HTML / CSS | Javascript / Typescript | Power Fx | REST API | XML | Python
- **User Experience / Design** ♦♦♦♦♦ Skilled
Adobe CC Suite | Generative AI (Diffusion) | Figma | Zeplin

*programs listed are examples & not necessarily exhaustive

<https://morgansystemsinc.net>

July 2018

- Assisted with on-boarding processes and programs to successfully integrate new employees; transferred and promoted employees
- Collaborated with Chief Operations Officer, Director of Sales, and Chief Financial Officers to develop and integrate workforce planning, analysis and solutions
- Drove results by developing tools to integrate operations team into the accounting process
- Helped set up medical, dental and life insurance benefits to facilitate employee training and on-boarding process
- Addressed any employee relations issues and created solution/improvement plans accordingly
- Assisted senior management with making key decisions such deciding on benefits program offerings, wellness initiatives, and other human resources determinations
- Administered benefits programs, analyzed compensation and prepared HR-related budgets
- Oversaw all HR needs for 60+ employees across three subsidiary businesses

<https://qknaerospace.com>

August 2009

- Worked with HR team to coordinate company events and benefits
- Developed strong written and verbal communication skills
- Assisted employees with employee relations requests and questions on a three-shift schedule
- Created positive relationships with personnel and HR team using strong collaboration and teamwork skills
- Managed EEOC, I-9, HR documents and maintained permanent files
- Improved organizational filing systems for confidential employee records, resulting in improved accessibility and efficiency
- Initiated an employee feedback program to better understand their needs and areas of improvement at the organization

EDUCATION

Harbert College of Business

May 2010

Major: Human Resources Management - Major GPA 3.7/4.0
Minor: Organizational Psychology

Distinctions:

- Graduated *cum laude*
- VP of Publicity for Auburn SHRM Chapter (Society for Human Resource Managers)

AFFILIATIONS

Society for Human Resource Management (SHRM)

Member

REFERENCES

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