



JARROD MICHELS

-LEADERSHIP & DEV CONSULTANT
-PROGRAM MANAGER



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

CONTACT INFO

Currently based in Atlanta, Georgia (Remote since 2017)
334.300.2284
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SCAN FOR MORE CONTENT

- Extended business profile
- Multiple résumé formats
- Detailed education, experience, and project portfolio
- Additional Reference Info



<https://jarrodnichels.com>

CORE COMPETENCIES



KEY SKILLS

- **Dependable and reliable;** consistently exceeds job requirements / expectations
- **Resourceful, self-sufficient, and proactive** to take on any challenge presented
- **Emotionally intelligent and mindful** of others in order to harbor a cohesive and high-performing team
- **Timely and efficient** to meet deadlines and project goals
- **Leads** teams by example by participating in the process at every level in order to understand opportunities for growth
- **Efficient and accurate** output by designing and programming custom robotic process automations to assist in day-to-day tasks as well as large-scale projects

EXPERIENCE

2017 - Present **ADVANCE INTEGRATIVE WELLNESS** <https://advanceyourself.biz> - (6 years)
Development Consultant, Founder & CEO Remote - Atlanta, GA

After becoming a certified Integrative Wellness Coach in 2017, Jarrod wanted to help business leaders tap into their highest potentials. Backed by science, built on data, and founded in mindfulness based practices, the *Advance Yourself* program empowers businesses to improve their processes and profits by focusing on helping leaders reach their peak potential as well as improving efficiency through improved / automated processes

- Directs all facets of managing a sole proprietorship including website development / design, client consultations, program management, accounting, administration, and compliance
- Created & coaches the Advance Yourself program which is custom-tailored to executives and high-potential professionals to provide them with the tools and competencies to improve their performance as well as work-life balance and overall mindset.
- Provides consulting and technical services to select clients to enhance their processes as well as maintain companies' websites, and other technical consulting as needed
- Utilizes LMS and proprietary softwares to create cloud-based learning platforms for clients

2020 - 2022 **Q CARE PLUS, INC -** <https://qcareplus.com> - (2 years)
Program Manager (2022) | Director of Client Relations (2020-2021)
Remote - Atlanta, GA (HQ in Sarasota, FL)

As one of the founders of QCare+, Jarrod 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 only two years. QCare+ was acquired 2022, and Jarrod helped to train and serve as Product Owner and Program Manager through its transition of ownership

- Program Manager / Product Owner (2022)**
- Managed ticketing backlog/queue for developer and QA teams; reviewed completed tickets prior to monthly releases
 - 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 / sprint
 - Created & oversaw automated API and RPA processes to improve efficiencies throughout the organization

- Director of Client Relations (2020-2021)**
- Created and led team on all SOPs for non-medical processes for a national telehealth startup; adjusted and reworked processes to accommodate the company's rapid growth
 - Liaised with non-profit partners (clients) to ensure that their needs were being met, provided analytical reporting on their states' cases, and assisted with their 340B grant compliance
 - Trained and directed team of patient care representatives responsible for managing over 11,000 individual patient cases across the country
 - Developed custom automations, tools, and applications to empower the care team and support team to improve efficiency, increase productivity, and reduce errors
 - Maintained patient EMRs data, and care cycles to ensure all patient needs were being attended
 - Analyzed and reported on case data to ensure all cases were billed properly; prepared cases to bill over \$8M in revenue in just 22 months from launch
 - Collaborated with third party partners (such as lab and pharmacy) to further improve and refine processes and streamline efficiencies
 - Led team on developing soft skills to improve their productivities, alleviate stress, and improve workflows

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Relocation Negotiable

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EDUCATION

AUBURN UNIVERSITY (Auburn, AL) 2006-2010

Bachelor's degree of science
in Business Administration

Major:

- Human Resources Management

Minor:

- Organizational Psychology

Distinctions:

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

CERTIFICATIONS & MEMBERSHIPS

Society for Human Resource Management Atlanta Chapter
Member at Large

Integrative Wellness Academy
Certified Integrative Wellness Coach

Microsoft Power Platform
Community PowerUser Course Completion

PROFESSIONAL REFERENCES

Dr. Chris Hall

Chief Medical Director -
QCare Plus

415.572.2394

chall@qcareplus.com

Brent Lomax

Chief Financial Officer -
QCare Plus

806.316.8225

blomax@qcareplus.com

Danny Welch

Chief Operations Officer -
Morgan Systems, Inc
(formerly)

954.703.0580

dwelch@prospensive.com

Additional References & Résumés Available @
<https://jarrodnichels.com>

EXPERIENCE (CONT.)

2010 - 2018

MORGAN SYSTEMS, INC.

Human Resources & Accounting Manager

<https://www.morgansystemsinc.net> - (8 years)

Atlanta, GA

Upon receiving his business degree at Auburn University, Jarrod moved to Atlanta and began his career with Morgan Systems, Inc. - a small/family-owned 3rd Party Logistics & Transportation Firm. When the organization branched from its parent parent corporation, Morgan Southern, Jarrod was promoted to the role of Human Resources and Accounting Manager for the company as well as two small subsidiaries.

Managing all non-operations function for the business, business, he often wore many hats and handled all office management functions & oversaw a team of eight employees

- Responsible for the management of all non-operation functions of a small business including accounting (P&L, GL, AR, AP, reconciliations), office administration, procurement, IT Administration, and Human Resources Administration
- Analysis and reporting of monthly financials to CEO & CFO for services totaling approximately \$5M in revenue annually

2009

GKN AEROSPACE, INC

Human Resources Intern

<https://www.gknaerospace.com> - (<1 year)

Tallasse, AL

While pursuing his degree at Auburn University, Jarrod's first corporate position served as a Human Resources Intern at GKN Aerospace, a manufacturing facility in Tallasse, Alabama

TECHNICAL PROFICIENCIES



Automation |

Process Enhancement

◆◆◆◆◆◆◆◆◆◆ Advanced

- Power Automate
- UiPath
- AI Model Training
- Zapier
- OCR Programming



Process Flow &

Collaboration Tools

◆◆◆◆◆◆◆◆◆◆ Advanced

- Mural
- Miro
- LMS- Adobe Learning Manager, 360Learning
- LucidChart
- Visio



Program &

Project Management

◆◆◆◆◆◆◆◆◆◆ Skilled

- Confluence
- Jira
- Agile Frameworks
- Kanban
- (Sprints / Retrospectives / Scrum / etc.)



Design & UI/UX

◆◆◆◆◆◆◆◆◆◆ Skilled

- Figma
- Zeplin
- Generative AI (Diffusion)
- Adobe CC Suite
- Blender



Programming /

Development Languages

◆◆◆◆◆◆◆◆◆◆ Functional

- REST API
- ODATA
- C#
- HTML / CSS
- Java & TypeScript
- XML
- DAX / Power M Query
- Power Fx
- Python



Business Ops & Admin

◆◆◆◆◆◆◆◆◆◆ Expert

- Microsoft Office 365 Suite
- Microsoft Power Platform
- Microsoft Azure AD + Tenant Admin
- Google Workspace



Data Analytics / Visualization & Intelligence

◆◆◆◆◆◆◆◆◆◆ Proficient

- Power BI
- Snowflake
- SQL