

Amy Jean Nobles

Operations & Administration Leader

Team Leadership · Process Improvement · Budget & Compliance · Marketing

Las Vegas, NV | 702.672.8459 | Rise@AjNobles.com | AjNobles.com/portfolio | linkedin.com/in/iamamyjean

30% Workflow efficiency gain from restructured admissions processes	20% Growth in department outcomes through data-driven planning	15 Staff directed on a college admissions team	1,000s Federal ACA enrollments processed with top quality scores
---	--	--	--

PROFESSIONAL SUMMARY

Operations and administration leader with over nine years of experience across admissions operations, federal ACA enrollment, healthcare operations, marketing, collections, and customer service. Directed a 15-person admissions team while running the school's TV, radio, and billboard campaigns, supervised billing and collections for a high-volume clinic, and led a federal ACA enrollment team under strict quality standards. Known for fixing broken workflows, keeping operations compliant, and staying steady under pressure, backed by nearly a decade of volunteer community organizing and communications work.

CORE COMPETENCIES

Operations & Process Improvement

Workflow redesign, budget oversight, records administration, project coordination, resource planning

Compliance

HIPAA, Medicare/Medicaid documentation, ACA eligibility and enrollment, FDCPA, internal audits

Systems

Epic (EHR/EMR) · Oracle Siebel CRM (CMS Next Generation Desktop) · Microsoft Word, Excel, Outlook

Leadership & Training

Team supervision (up to 15 staff), performance reviews, staff training, conflict resolution, de-escalation

Marketing & Communications

Multi-channel campaigns (TV, radio, billboard), marketing visuals, media relations, stakeholder coordination, public speaking

PROFESSIONAL EXPERIENCE

Strategic Operations & Communications Consultant (Pro Bono)

Nov 2016 – Jun 2026

Public Interest Work · Remote

- **Media and crisis communications:** Public spokesperson for healthcare-access and civil rights campaigns; interviewed by BBC World Service and CBC; coordinated press coverage including The New York Times and NBC News.
- **Community mobilization:** Organized civic engagement events and public demonstrations involving hundreds of participants, coordinating with city officials and law enforcement on safety and municipal code compliance.
- **Advocacy:** Advocated for reproductive healthcare access and racial equity, shaping public discussion at the state and national level.

Director of Admissions | Operations Manager

2015 – 2018

Institute of Health & Technology (formerly Healing Touch Career College) · Hattiesburg, MS

- Improved administrative workflow efficiency **30%** by restructuring admissions processes and removing record-processing bottlenecks.
- Directed a **15-person** admissions team, including performance reviews, professional development, and conflict resolution.
- Drove **20%** growth in department outcomes through data-driven planning and resource alignment.
- Managed the department budget and trained staff on compliance standards.
- Ran the school's marketing campaigns across TV, radio, billboards, and other channels.
- Created the school's marketing visuals.

Operations Supervisor | Revenue Cycle Manager

2015

Hattiesburg Clinic · Hattiesburg, MS

- Supervised medical account collections and billing operations in Epic for a high-volume clinical environment.
- Increased collection rates while reducing account resolution times.
- Conducted internal audits for HIPAA compliance; trained staff on billing regulations and data security.

Associate Specialist (Enrollment Team Lead, ACA Program)

2013 – 2014

General Dynamics Information Technology · Hattiesburg, MS

- Supervised a team processing thousands of federal Affordable Care Act enrollments with top quality assurance and data accuracy scores, working in CMS's Next Generation Desktop (Oracle Siebel CRM).
- Resolved escalated eligibility disputes and regulatory conflicts within federal timelines.
- Led daily team operations, training, and workflow optimization.

Parts Sales Representative

2010 – 2012

Sears Teleserv · Mobile, AL

- Handled inbound sales calls in a high-volume call center, helping customers find the right products and replacement parts.
- Troubleshoot appliance and equipment problems by phone, using product knowledge to diagnose issues and match customers with the correct parts.
- Looked up parts in inventory catalogs and databases, processed orders, and coordinated parts procurement.
- Grew sales through upselling and kept customers coming back through strong service and retention.

Collector (Team Lead, Medical Debt Collections)

2009

NCO Financial Systems (now Alorica) · Mobile, AL

- Led a medical debt collections team, coaching collectors, monitoring calls, and supporting quality assurance in a high-volume call center.
- Collected on medical accounts by negotiating payment plans, processing payments, and resolving account disputes.
- Followed FDCPA and HIPAA requirements when handling patient account information.
- Located account holders through skip tracing and kept accounts receivable records accurate through careful data entry.

SELECT MEDIA

Interviewed by: BBC World Service (Newsday) · CBC Radio (The Current) · CBC News

Campaign coverage: The New York Times · NBC News · The Independent · VICE News · Mississippi Free Press · WDAM-TV · Full list: AjNobles.com/media

EDUCATION & CREDENTIALS

Associate Degree, Business Management

2015 – 2017

Grantham University (now University of Arkansas Grantham)

State Credential, ID 3270

Mississippi Commission on Proprietary School and College Registration