

MELISSA PHELPS

AI Automation & Business Systems Analyst

Business Process Improvement • AI Governance • Workflow Design • Operational Excellence

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PROFESSIONAL SUMMARY

Business systems, operations, and compliance professional with more than 20 years of experience improving workflows, documentation, quality systems, reporting, and cross-functional operations. Applies responsible AI and human-in-the-loop governance to reduce manual work, strengthen decisions, and develop practical systems users can maintain.

PROFESSIONAL EXPERIENCE

1ST CALL DISASTER SERVICES | Florence, KY

Compliance Coordinator | March 2024–Present

- Selected by company leadership to research practical AI applications for restoration operations; developed an integration roadmap covering role-specific workflows, process improvement, implementation requirements, and future-state planning.
- Designed the Production Control & Communication System, integrating Target Watch, the Daily Action & Notes Book, and the Field Communication System while preserving human review and decision authority.
- Created an AI-assisted Notes Engine incorporating source validation, exception handling, quality checkpoints, and human approval before use.
- Partnered with field, project management, compliance, and leadership teams to identify bottlenecks, clarify handoffs, and convert project information into focused action items.
- Administered company training and certification requirements across contractor and claims programs, maintaining completion of records and supporting ongoing program compliance.
- Improved customer satisfaction by 35% within three months through workflow and communication redesign; supported restoration of the company's standing with Alacrity.

OHAYOCON / CULTURAL EXCHANGE SOCIETY | Columbus, OH

Executive Director | December 2000–May 2024

- Directed strategic and operational planning for an annual convention serving approximately 23,000 attendees.
- Led cross-functional teams responsible for logistics, programming, registration, finance, volunteers, safety, and attendee services.
- Managed hundreds of scheduled activities and relationships among vendors, staff, volunteers, partners, and leadership.
- Designed repeatable processes, scheduling tools, documentation systems, and communication standards; used post-event analysis to improve future delivery.

ATKINS & PEARCE | Covington, KY

Division Manager, Wick Appeal | August 2006–August 2009

- Led division operations spanning purchasing, production scheduling, customer service, shipping, quality, and compliance.
- Managed materials, production priorities, workflow, and customer commitments from order receipt through delivery.
- Coordinated among customers, production, purchasing, shipping, and quality teams to resolve scheduling and order issues.
- Maintained SDS/MSDS records and supported ISO 9001 audits, documentation reviews, corrective actions, and continuous improvement.

TECHNICAL SKILLS

AI & Automation: ChatGPT, Microsoft Copilot, Google Gemini, prompt engineering, human-in-the-loop controls, AI output validation

Business Systems: Salesforce, Smartsheet, SharePoint, Next Gear DASH, Xactimate

Methods & Productivity: Microsoft 365, Google Workspace, Excel, process mapping, workflow documentation, operational reporting

SELECTED CREDENTIALS

- Google AI Professional Certificate
- Google AI for Writing and Communicating
- AI and Career Empowerment, University of Maryland Robert H. Smith School of Business — completed July 2026
- CoreLogic Claims Level 1 Proficiency Training — May 2025
- Restoration DASH Proficiency — Admins & Office Coordinators/Staff — April 2026
- Cotality Restoration Fundamentals — March 2026
- ISO 9001 Internal Auditor
- Certified Purchasing Manager