

# Nick Summerlin

Business Systems & Operations Technology · U.S. Army Veteran

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## SUMMARY

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Operations professional who turns complex business workflows into practical systems people use. Hired in 2026 to track project budgets at a property management and development company; within about three months owned the company's internal operations platform — defining requirements, designing workflows and screens, directing AI-assisted implementation, approving each release and onboarding staff by role. Background in business ownership, operations management, data quality and military intelligence.

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## CORE SKILLS

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- Workflow and process design
  - Requirements and acceptance testing
  - Product ownership and prioritization
  - AI-assisted software delivery (Claude Code, ChatGPT, Codex, Gemini)
  - Release and change management
  - Budget creation and tracking
  - Role-based access design
  - Data quality, analysis and reporting
  - Vendor coordination and scheduling
  - Documentation, onboarding and training
  - Google Workspace, Sheets and Apps Script
  - Advanced Excel
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## EXPERIENCE

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### Business Operations Associate — The Patron Group

June 2026 – Present

- Hired to track property-development budgets; expanded into product ownership of the company's operations systems.
- Designed a spreadsheet operations command center (project budgets, reserve funds, daily work queue, executive dashboards) to agree definitions before building software.
- Defined requirements for and directed AI-assisted development of an internal operations platform — work orders, maintenance intake, leases and rent, bank-transaction classification, project balances and reports — with database-enforced role-based access, two-factor sign-in and an audit trail; released for internal use September 17, 2026.
- Migrated work orders from the spreadsheet, retired the old tools, and onboarded staff by role (operations, field, finance, leadership, compliance); trained colleagues on new finance features.
- Designed a monthly budget-request workflow that suggests funding from project balances, applies a non-compounding contingency, allocates it by paying entity and refuses to produce an incomplete request.
- Shifted priorities from features to reliability: scheduled-job monitoring released with its limits documented, and a records-retention policy.
- Established the operating model for AI-assisted delivery: written project memory, daily closeouts, evidence-labelled records, owner-approved release gates and a separate AI review of high-risk changes.

**Operations Manager (contract)** — Randy's Roustabout, La Pine, OR

August 2025 – Present

- Business administration for a roustabout company supporting geothermal drilling, road security and water delivery: W-9s, invoicing, email and client communications.
- Built and maintain the company website and its documentation.

**Owner / Operator** — Vegas Native Liquidators, Las Vegas, NV

2022 – 2023

- Purchased truckloads of Home Depot and Amazon shelf pulls and returns and resold the merchandise online from our warehouse; closed after about a year as shipping and trucking costs rose.

**Data Analyst (Remote)** — Pactera Technologies

2016 – 2023

- Evaluated search queries, map data accuracy and user intent to improve search and localization.
- Performed quality assurance, data analysis, reporting and documentation for large-scale technology projects.

**Owner / Operator** — Jefferson State Appliance

2012 – 2020

- Directed budgeting, vendor management, scheduling, procurement, inventory control and financial oversight.
- Designed the business's systems for workflow, job tracking, invoicing and quality control.

**Intelligence Analyst (96B)** — U.S. Army

2004 – 2006

- Analyzed and synthesized intelligence for mission planning; produced reports and briefings for leadership.
- Maintained documentation accuracy, security protocols and information management under pressure.

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**EDUCATION**

**Bachelor's degree, Business Administration** — California State University, Chico (online)

In progress · expected after Spring 2028

**Associate degree (A.S.), Business Administration** — Butte College

Dean's List · Phi Theta Kappa

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**SELECTED PROJECTS**

- **Workout logger and AI coaching system (2026)** — local-first, offline-capable workout app with automated tests, backed by a written AI coaching memory.
- **Personal budgeting app (June 2026)** — multi-device bills and cash-position web app built with AI assistance: account projections after unpaid bills, due-date alerts, spreadsheet export.