Job Interview Preparation

2025

My name is Jonathan Nicholson, and I am 30 years old.

My last three jobs include:

* Working as a teaching assistant at MTSU which I started this year;
* Working as a consultant and contractor at Cardinal Health for three years, and
* Working as a police officer with the Metro Nashville Police Department for approximately three and a half years.

I would describe myself as an innovator. At Cardinal Health, I was becoming leading Black Belt efforts despite initially being slated for a managerial role. My position began as part of the EMBARK program, where Cardinal in college employees are rotated and placed into management positions. However, following a company acquisition of Metro Medical, it was discovered that their records were not legally compliant and we had to Cardinal had to fix them. The EMBARK team for specialty was disbanded and redirected toward this priority. Long story short, I took the lead, creating the instructional videos, and the SOPs that were adopted. When I learned the entire process, I made a process chart and predicted months in advance that the existing design would fail. My supervisor would agree, but it was not our project as Specialty was the support team. It would fail as I predicted, the project manager would leave, my supervisor would get promoted and I was slotted right under her as a contractor, with instructions to do analysis projects focused on efficiency and automation for 5 teams reporting directly to the manager, which is where my reference letters come from. I did this for a year and a half until all layoffs hit contractors.

Told not to search as they would be rehiring as a DSCSA consultant. Rehired and did more improvements until manager left, which was around the time DSCSA was done and went to the CHIP (Cardinal Health in Philippians) team who took over and we were officered case manager roles for less pay amidst layoffs. I took if for a few months, automating what I could and left. I felt it was not going anywhere and I was far removed from the initial management role to the consultant to case manager for doing nothing wrong. However, in that time I was able to accomplish a lot, including:

* Called in advance black belt initiatives that would fail.
* Led black belt efforts to improve efficiency of up to 400% cycle time on billing issues.
* Designed a new operating form for specialty pharma product Oncaspar
* Made Cardinal Healths Specialty form for COVID-19 vaccines.
* Fixed a daily billing error of Jelmyto products with multiple different criteria that had gone unnoticed for years.
* Did many SOP guides that are still used in numerous formats.
* Worked as part of a cross-collaborating team across multiple departments.

I like to think I have a lot of technical skill, but I like to think my best skill is communication.

* I would define this trait as the ability to relay a point to another person.
* When there is a disagreement, I think someone does not have all the information and I work to present all the information and that is why I am effective.
* By doing that I generally can achieve buy-in which makes it so everyone knows why we are doing what we are doing.

My Passion

My passion is process improvement, which is what got me referred to you. Professionally, I like the ideas of Jonas Salk and Ralph Waldo Emerson, with Salk talking about his work in virology as important because he is helping a volume of people in a very small way until he actually cured polio. He recognized his minor impact had great effects in people’s lives. Ralph Waldo Emerson had a quote about character that I really respect, it was:

*"Our people are slow to learn the wisdom of sending character instead of talent to Congress. Again and again, they have sent a man of great acuteness, a fine scholar, a fine forensic orator, and some master of the brawls has crunched him up in his hands like a bit of paper."*

**Job Comparison**

Business Analyst, Parallon

* *“To assist in the development, analysis, interpretation, testing, coordination, and implementation of new or enhanced business processes.”*
* *“Manage the creation of deliverables and communicate/present findings and requirements to a large range of stakeholders, including Operations, Development, Testing, Education, and Training teams.”*
* *“Creating vision and product process flows/road maps from inception to delivery/implementation.”*
* *“Work from discovery to implementation […] with the project team members to define and clarify requirements, design the functional solution, identify and resolve project issues, and ensure the solution meets the intended goals.”*

Listed Skills

* + Analytical Skills
  + Process Improvement Methodology
  + Technical Skills
  + Problem Solving
  + Healthcare Revenue Cycle
  + Communication
  + Customer Orientation
  + Interpersonal Skills
  + PC Skills

Education & Experience:

* Four-year undergraduate degree
* One year as a business analyst and three in healthcare

**Final Notes**

* STAR Method:
  + Situation
  + Task
  + Action
  + Result
* I think what makes me better than other people is the effort and character I put in. If I were in your shoes one of the things that would go through my head is commitment. I have pursued knowledge in technical proficiency for my entire adult life and it is an ongoing process. I know at my last job people would wait to get a position to start. I exceed these requirements and I know what gratitude is. I would be very thankful to have this position.