

Nolen Smith

BUSINESS OPERATIONS · PROCESS DESIGN & AI AUTOMATION

Hudson, NH | nolensmith@gmail.com | nolensmith.com | Remote or Boston-area hybrid

Operations builder who finds the process bottleneck, designs the fix with AI tooling, and ships it to production without waiting on an engineering team. Built a pipeline that cut a client's per-item handling from ~75 minutes to ~10 across a 1,500-item backlog, a custom MCP server giving an AI assistant direct access to a scheduling platform's API, and automations that removed the data entry from recurring finance and data-sync work — on top of four and a half years owning multi-site operations, budget and procurement.

SYSTEMS & AUTOMATION PROJECTS

Media Processing Pipeline — client engagement

Python · FastAPI · Claude API · Whisper · Docker · Railway

- Diagnosed the bottleneck: a ~1,500-recording backlog, each item needing ~75 minutes of hands-on processing.
- Built a pipeline chaining transcription and the Claude API for summarization and reference tagging, with automated file handling, audio post-processing and spreadsheet updates.
- Cut per-item time to **~10 minutes hands-off** with batch support; containerized, deployed to Railway, maintained in production.

AI Agent Infrastructure — custom MCP server

MCP · REST API · Claude · iOS

- Built a custom MCP server against the Planning Center Online API giving an AI assistant scoped read/write access to scheduling and planning data that previously required manual work in the UI; extended into a companion iOS app.

Finance Workflow & Data Sync Automation

Anthropic API · Apps Script · Python · Railway

- Automated monthly expense reporting: AI extraction from the statement PDF, spreadsheet population and suggested budget-account coding for review — while still producing the formatted document finance requires.
- Replaced a failing vendor integration with a nightly two-way database/email-platform sync, ending a colleague's recurring manual reconciliation; alerts on failure only.

EXPERIENCE

Independent — Process Automation & AI Systems

2025 – Present

- Scope, build and deploy automation for small organizations — interviewing the people doing the work, timing where the cost actually is, and shipping the fix rather than a recommendation. Own the full lifecycle: architecture, containerization, deployment, migration and production maintenance.

Worship Director — Crossway Christian Church

Dec 2021 – Present

Operations, budget, procurement and delivery across a multi-site organization

- Own day-to-day operations for a program running **51+ live events a year** across up to three sites: production planning, scheduling, vendor management, a **~\$10K budget** (up to ~\$16K influenced), and coordination with 10–12 of a 20-person staff.
- Build and maintain the internal systems the operation runs on — scheduling workflows, budget models, documentation and training — designed to hold up with a rotating roster of 15–40 part-time volunteers.
- Directed **\$6,000+ in equipment procurement**: evaluated options, selected vendors, standardized on one manufacturer across sites to simplify support, and managed installation inside the allocation.
- Led platform migrations at two sites from legacy hardware to software control — programming, documentation and training for non-technical users.
- Absorbed coverage of a third site during a staffing gap, flagged the model as unsustainable with the operating data behind it, and advocated for the restructure that resolved it.

Audio-Visual Technician — PSAV

Jul 2015 – Aug 2018

Corporate events in hotel and conference venues (part-time)

- Set and struck AV for conferences, training events, business meetings and weddings — up to **5–6 events in a busy week**, rooms seating up to ~400 — against hard client start times, troubleshooting live in the room.

Earlier

2013 – 2021

- **Pool Technician**, Arntson Pools (FT 2020–21; PT 2017–18) — independent daily route, water chemistry standards, trained new technicians.
- **Worship Leader**, Northrich Baptist Church (2019–20, PT) — weekly volunteer team, scheduling and rehearsal systems.
- **Worship Arts Intern**, Woodcreek Church (2018) — designed a color-coded inventory and storage system across six rooms, with signage and per-room equipment lists.
- **Interim Children's Media Assistant**, Woodcreek Church (2014) — led a Keynote → ProPresenter migration, including volunteer training.
- **Assistant**, Beachsmith Creative (2013–20, consulting) — WordPress site preparation and handoff. Barista roles, 2020 and earlier.

SKILLS & EDUCATION

AI & automation: Claude Code and agentic tooling, MCP, prompt design and evaluation, Anthropic API, transcription APIs, workflow automation design

Build: Python, FastAPI, pandas, Streamlit, Docker, Railway, third-party REST APIs, Google Apps Script, SQL, HTML/CSS/JS

Operations: Process design and mapping, budget ownership, vendor evaluation and procurement, lifecycle planning, scheduling systems, change management, documentation and user training

Data & tools: Excel / Google Sheets modeling, Tableau, SQL, Notion, Google Workspace, Planning Center Online

Education: B.A., Worship Leadership — The King's University | A.A. — Richland College