

# NICOLE HAGEN

PROJECT DIRECTOR

414-881-7798 | nikkihagen1209@gmail.com | Milwaukee, WI, USA

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## SUMMARY OF QUALIFICATIONS

Dedicated and dependable professional with excellent interpersonal skills and a strong commitment to delivering quality customer service. Highly organized, self-motivated, and capable of working effectively under pressure. Experienced in leadership, caseload management, case record and database maintenance, and audits. Skilled in providing both individual and group training, program development, and project management. Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Access) and various confidential state systems including CARES, CWW, CSAW, WWP, Webl, BRITS, and others.

## CERTIFICATIONS AND TRAINING

2025 — Certified Workforce Development Professional (CWDP)  
2004 — Certification in Strength-Based Case Management, University of Iowa  
2003 — Certification in Financial and Employment Planning, State of Wisconsin  
2000 — Certification in Supervisor/Manager Program, Marquette University

## MEMBERSHIPS AND AFFILIATIONS

Board Member, Wisconsin – The National Association of Workforce Development Professionals (NAWDP)  
Member, Wisconsin Social Service Association

## PROFESSIONAL EXPERIENCE

Ross Innovative Employment Solutions (Ross IES) — Milwaukee, WI

W-2 Project Director | 2016 – Present

Provide oversight and management of the W-2 program outcomes.

Supervise and manage a team of 78 staff members.

Manage contracts, budgets, and expenditures to ensure fiscal responsibility.

Collaborate with corporate staff on program planning and projections.

Train staff on performance expectations and ensure program adherence.

Lead continuous performance improvement initiatives through oversight and staff training.

Partner with community social services, educational, and employment providers for effective service delivery.

Develop and deliver training to maintain consistent quality standards.

Establish and maintain procedures via internal SOPs to ensure operational consistency and compliance.

Monitor performance metrics, fraud prevention efforts, and delivery of high-quality customer service.

Maintain a continuous evaluation process for staff, training, and program effectiveness.

Ensure resource allocation aligns with program goals.

Develop and deliver high-level reports to stakeholders and leadership.

Create and maintain operational procedures within the W-2 system.

Ross IES — Milwaukee, WI

Systems and Quality Assurance Manager | 2013 – 2016

Managed systems operations, Customer Service, Emergency Assistance, Special Services, Intake, QA, and staff training.

Developed, updated, and implemented SOPs to ensure compliance with W-2 and performance standards.

Communicated program updates and policy changes effectively to staff.

Implemented QA standards, ensuring staff adherence to service quality guidelines.

Served as the local Equal Opportunity Coordinator, handling service and employment discrimination complaints.

Acted as Security Officer for staff safety and security.

Served as CARES Coordinator, liaising with DCF, DHS, MECCA, and MILES systems.

Represented the agency in fraud investigations, second-level hearings, and subsystem committees.

Conducted trend analyses to identify quality improvement opportunities.

Managed the agency's training efforts to ensure staff meet organizational goals.

Managed employee performance reviews and effectiveness.

Approved reports and monitored activities required by DCF.

Collaborated with leadership to review ongoing program status and progress.

Analyzed discrepancies in data and reports; developed corrective action plans.

Maintained QA objectives to meet program goals.

Social Development Commission — Milwaukee, WI

W-2 Co-Director, Quality Assurance and Division Manager/Central Site Manager | 2010 – 2012

Managed the W-2 Assessment and Eligibility programs and site operations.

Ensured compliance with performance standards through QA, staff training, and procedure development.

Served as Security Officer for W-2 and Energy staff.

Acted as liaison with DCF, DHS, Milwaukee County, and other agencies.

Represented the agency in investigations, transfer processes, and high-level meetings.

Developed processes to ensure W-2 standards compliance, maintained data reporting systems, and performed trend analyses.

Delivered staff training, identified issues, and developed strategies for immediate resolution.

Conducted audits of programs and subcontractors.

Implemented strategic plans and monitored performance outcomes.

Collaborated with site managers on caseload distribution and service quality.

Reviewed QA data, identified barriers, root causes, and performance gaps; presented reports and executed action plans.