

MEKELEE HEAD-FINCH

GEORGIA, USA | (762) 815-9410 | info@headconsulting.group | www.headconsulting.group

**Certified Paralegal * HR Professional * Elder Medicaid Specialist * Probate * Estate Planning
* Guardianship / Conservatorship * Litigation Support * Organizational Operations**

LEGAL & MEDICAID EXPERIENCE

THINK DIFFERENT LEGAL GROUP

Certified Paralegal Case Manager & Office Operations Manager

Feb 2022 – Present | Georgia, In-House

Long-Term Care Medicaid

- Manage private sector full Medicaid application lifecycle, including new applications and renewals.
- Review and organized financial accounts, and resources to support Medicaid eligibility assessments and contribute to the discovery process.
- Collaborate with agency caseworkers and long-term care facilities to ensure timely processing.

Estate Planning & Probate

- Prepare estate planning documents including wills, revocable/ irrevocable trusts, affidavits, deeds, powers of attorney, and advance healthcare directives.
- Draft and file probate petitions, inventories, notices, guardianship/ conservatorship documents, and estate administration filings.
- Communicate with probate courts, clerks, and agencies to ensure timely case progression.
- Support trust funding by preparing change forms and communicating with financial institutions and tracking completion.
- Attend client appointments via long term care facilities, homeplace or in-house to serve as witness and notary during signing appointments or consultations.

Office Operations Management

- Manage daily office operations, including scheduling, workflow coordination, Zoom conference, and task delegation.
- Oversaw document management, scanning, filing, and quality control for all outgoing legal documents.
- Implemented process improvements that increased efficiency and reduced turnaround times.
- Handled client intake, phone support, and front-office communication with professionalism, compassion, and discretion.

EQUIVITY

Certified Paralegal

June 2025 – June 2026 | Remote

- Assisted attorneys representing healthcare providers by conducting Medicaid eligibility investigations for current and previous residents with high outstanding balances in long-term care facilities across multiple states.
- Drafted administration petitions, subpoenas, affidavits, demand letters, and attorney correspondence.
- Prepared and tracked subpoenas, coordinate services, and monitored response deadlines

EDUCATION

Master's Degree,

Legal Studies

Hamline University

(Grad - Dec 2025)

Master's Degree,

Human Resource Management

American InterContinental

University

(Grad - Nov 2009)

Bachelor's Degree,

*Organizational Psychology &
Development*

American InterContinental

University

(Grad - Sept 2007)

CERTIFICATIONS

Certified Paralegal,

Hamline University

(Grad - Dec 2024)

Wills, Trusts & Estates

Certificate,

Emory University Continuing
Education

(May 2023)

NOTARY PUBLIC

State of Georgia

Expires April 2, 2030

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LEGAL

Probate & Estate Administration
• Medicaid Eligibility • Litigation Support • Drafting & Filing • Case Management • Legal Research • Court Procedures • Document Production

HR & OPERATIONS

Employee Relations • Onboarding • Policy Compliance • Workflow Optimization • Scheduling • Benefits Coordination • Training Support

MILITARY & LOGISTICS

Supply Chain Management • Logistics Coordination • Safety Compliance • Operational Readiness • Equipment Accountability • Route Planning • Mission Support • High-Pressure Decision-Making • Structured Communication

TECHINICAL

Clio • Wealth Counsel ZOHO • BOX • Microsoft 365 • Adobe Acrobat • E-Filing Portals • PACER • WestLaw • Lexis/Nexis

PROFESSIONAL STRENGTHS

Client Communication • Deadline Management • Process Improvement • Confidentiality • Multi-State Coordination • High-Volume Workflows

EQUIVITY CONTINUE

- Reviewed financial accounts, and assets to support Medicaid eligibility assessments and discovery.
- Managed attorney calendars, deadlines, and court appearances.
- Managed high-priority and same-day assignments with consistent precision and professionalism.

STATE OF GEORGIA

DEPARTMENT OF FAMILY AND CHILDREN SERVICES

Public Benefit Specialist, Elder Medicaid & Long-Term Care

Oct 2016 – May 2021 | Georgia, In-House

- Determined eligibility for new and renewal applications for Aged, Blind & Disabled (ABD) Medicaid, including LTC Medicaid for public sector community.
- Assisted the immediate supervisor by providing guidance and support on complex Medicaid eligibility issues raised by team members
- Served on the transition team responsible for moving from the legacy Medicaid database to the Gateway system, ensuring accurate case migration and staff readiness
- Received specialized training in Long-Term Care (LTC) Medicaid eligibility and acted as a resource for colleagues handling LTC-related cases
- Communicated with nursing homes, hospitals, and families to gather required documentation.
- Conducted detailed financial and asset analysis, verified income, and assessed spend-down requirements.
- Managed a high-volume caseload while meeting strict deadlines and state compliance standards.
- Collaborated with caseworkers, supervisors and external stakeholders to ensure accurate case processing.

HUMAN RESOURCES & OPERATIONS EXPERIENCE

HEAD CONSULTING GROUP, LLC

Independent Business Consultant (former MJ's Creative Solutions)

July 2021 – Present | Georgia

- Provide estate planning and probate workflow tools for families, attorneys, and long-term care facilities.
- Revise and enhance résumés, cover letters, and professional branding materials.
- Produce summaries and profile content for platforms such as LinkedIn and Psychology Today.
- Provide consulting on business organization, document structure, and communication strategies.

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DOVER PLACEMENT SERVICES/ DEPARTMENT OF FAMILY & CHILDREN SERVICES

Human Resources Assistant

July 2016 – Oct 2016 | Georgia, In-House

- Partnered with Georgia Department of Family and Children Services to support recruitment, onboarding, and employment verification.
- Coordinated new-hire orientation and drug screenings for incoming case managers.
- Maintained and revised the employee handbook to reflect accurate, up-to-date State of Georgia compliance guidelines.
- Developed a streamlined internal filing process that enhanced accuracy and compliance.
- Assisted leadership with monthly reporting processes, including analysis of new-hire metrics.
- Maintained compliance documentation and confidential employee files.

MACY'S DEPARTMENT STORE

HR & Administrative Assistant

Sept 2013 – Sept 2014 | New York, In-House

- Supported HR operations for a 75-employee retail team, including job requisitions, screening, and interview coordination.
- Conducted full-cycle onboarding, orientation, and training.
- Responsible for cash management including verification of monies, preparing final consolidated cash counts, and preparing secured cash bags for scheduled pick up.
- Maintained and updated personnel records within Taleo and PeopleSoft to ensure accuracy and compliance.
- Assisted with annual inventory processes involving complete store classification and reconciliation.
- Scheduled and coordinated employee training sessions to support ongoing development.
- Managed employee engagement projects focused on retention, recognition, and organizational culture.

MILITARY EXPERIENCE

UNITED STATES AIR FORCE RESERVES | Keesler AFB, MS

Supply Manager

July 2007 – June 2012

- Managed supply chain operations for the 81st Mission Support Group, overseeing inventory of war-readiness materials and specialized equipment.
- Classified, tracked, and distributed mission-critical assets across multiple units.
- Trained new troops on logistics procedures, safety protocols, and equipment handling.
- Ensured compliance with Air Force standards for storage, accountability, and operational readiness.

UNITED STATES AIR FORCE RESERVES | Selfridge ANGB, MI

Traffic Manager, Logistics Operations

May 2001 – Nov 2005

- Coordinated logistics operations including flight manifests, Bills of Lading, and cargo documentation.
 - Oversaw packing, bracing, loading, and transport of military equipment for ground and air movement.
 - Served as unit Safety Officer, ensuring compliance with safety regulations and readiness protocols.
 - Provided administrative support to the Squadron Commander, contributing to mission planning and operational efficiency.
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