

JO FLORES

CHIEF OF STAFF • HEAD OF OPERATIONS

AI-native operating systems, built from zero, in industries where trust is the constraint. Seed to Series A in health tech, gov tech, and social services. New York City, in person or hybrid.

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I build operating functions from zero in regulated and trust-constrained environments. Before operations I was embedded in healthcare itself, in NYC emergency departments and ICUs and then medical school. I came in as ExactRx's first operator and the team grew from one person to six, then built AncestorIQ's decision infrastructure and moved it onto an AI-native operating model. I do my best work at seed and Series A, before the playbook exists.

CORE COMPETENCIES

Operations and Chief of Staff. Operating cadence design, executive decision memos, OKRs and KPIs, SOP libraries, system-of-record architecture, project and program management, process improvement, stakeholder management, cross-functional coordination, hiring and onboarding, contractor sourcing and management, vendor selection, rate and scope negotiation, budget and burn audits, phased SOWs, milestone-based delivery.

AI and automation. Claude Code, agent workflows with review gates, knowledge monorepos validated against a codebase, skills libraries, MCP servers with scoped OAuth, spec and PRD authoring, QA automation in Python and Node, AI governance and guardrails.

Product and strategy. Technical specs and PRDs, roadmap sequencing, pricing architecture, competitive intelligence, go-to-market strategy, customer research and beta programs, IP and trademark program management.

Tools. Monday.com, Notion, Slack, Airtable, Asana, GitHub, Google Workspace.

Domains. Health tech, direct primary care, ambulatory surgery, gov tech and public policy, nonprofit operations, consumer AI, regulated and privacy-sensitive environments.

EXPERIENCE

Fractional Chief of Staff, COO, and Operations Consultant | May 2024 - Present • New York, NY

Three concurrent engagements across AI SaaS, healthcare services, and nonprofit policy. Moving to a full-time operating seat.

JumpStart DPC Solutions | Chief Operating Officer | Feb 2026 - Present • Healthcare marketing and ops agency, direct primary care

- Grew the client base from three to eight and multiplied monthly revenue four times.
- Built Monday.com into the company's system of record across seven boards, joined by a shared short code, with triggered automations for contract signature, monthly invoicing, and auto-creating branding and website work items from a client's intake answers.
- Built a 25-file operating library that turns agency method into executable standards: per-client brand and compliance guidelines, a messaging framework, and a social production pipeline with Python and Node QA scripts that check hook length, banned characters, unresolved placeholders, and AI-tell density before anything ships.
- Launched the DPC JumpStart Kit, a \$2,800 onboarding package covering site build, SEO setup, two months of social, and design credits.
- Produced client-facing builds in house, including a print-ready trifold brochure to PDF/X-1a spec and a before-and-after website redesign case study.
- Hired and trained the account manager who now runs client delivery.

AncestorIQ | Chief of Staff and Operations | Aug 2025 - Present • AI-native genealogy platform

- Built the company's single source of truth: a source-linked knowledge base covering product architecture, brand, GTM, and competitive intelligence, structured so both people and agents query it reliably, with every claim traceable to a commit, doc, or interview.
- Ran the founder decision pipeline, compressing two weeks of scattered commits, product plans, and GTM work into one sourced memo that distilled 13 open decisions to 10 urgency-ranked items with inline attribution.
- Audited stated progress against shipped code: reconciled feedback against 62 commits on main, separating fixed-but-unpulled from genuinely open, and surfaced a 28-commit branch-sync gap hiding real fixes. Read one sprint of eight commits and returned a four-tier pricing architecture derived from what the caching design implied about margin, plus the risk register.

- Caught an existential commercial risk in a shipped third-party data integration and specified the mitigations before launch: gate contact disclosure behind a verified family relationship, review the terms, build a removal flow.
- Authored the guardrail spec that stopped the product's own agent from silently persisting dates inferred from ambiguous evidence, then reviewed the cross-stack implementation against it. Specified a standing unattended agent that monitors roughly a dozen competitor sites daily with typed error states, and built the skills library that holds agent output to production standard.
- Ran the operating cadence and made the calls while the founder-CEO was pulled back into full-time work elsewhere and could only answer late at night, keeping his decisions and the tech lead's in sync asynchronously.
- Coordinate a three-person core plus a rotating bench of eight or more engineers, designers, and specialists across US, European, and Asian time zones, owning rates, scope, allocation, invoicing disputes, and onboarding.
- Re-scoped a proposed foreign archive integration from roughly \$100K to roughly \$30K, then recommended pausing the purchase and sequencing distribution first, logged with an explicit revisit condition.
- Own the IP program: authored the patent strategy, sourced and closed outside counsel on a capped retainer, surfaced a USPTO pilot program counsel had not raised, and drove three trademark filings across four Nice classes.

CPC | Project Management, Operations and Monday.com Consultant | Dec 2025 - Present · NYC policy and advocacy nonprofit

- Audited 13 workspaces and roughly 150 Monday.com boards that four different staff had built separately, then decided the source of truth for each category and connected them. I did not build the boards. I built the governance that made them usable.
- Structured the engagement as a phased SOW with milestone-based payment. Phase 1 delivery exceeded the original scope.
- Built nine internal apps and nine fiscal automations, and installed a production MCP server with scoped OAuth.
- Turned AI down twice in writing where automating would have degraded the client's data, and told them why.

ExactRx | Head of Operations, Founding Team | Jan 2023 - Aug 2025 · Techstars '25

B2B healthcare SaaS automating pre-operative coordination for ambulatory surgery centers.

- Built the operations and hiring functions from zero as the company's first operator. The team grew from one person to six.
- Drove the award and visibility strategy that secured selection into eight programs: Techstars x Northwestern Medicine (Spring 2025), NY Gov. Hochul's Empire AI Roundtable as the only startup invited, ARPA-H Investor Catalyst Hub, MassChallenge US Early Stage, NVIDIA Inception, NSF Innovation Corps, Femtech World Awards, and Femovate by Guidea.
- Northwestern Medicine planned a pilot through the Techstars accelerator cycle.

EARLIER EXPERIENCE

NYU Langone Health | Simulation Operations Associate Dec 2022 - Aug 2023

Weill Cornell Medicine | Simulation Specialist, Research Coordinator, Research Assistant Dec 2017 - Sept 2020

- Ran interdisciplinary in-situ simulations across emergency medicine, internal medicine, OB/GYN, and pediatrics, including the SARS-CoV-2 PPE and contamination response in March 2020.
- Developed remote telesimulation techniques during COVID-19 and published on the framework.
- Supported the Labor and Delivery team's transition to NYP Alexandra Cohen Hospital for Women and Newborns.
- Served on the NIH All of Us Research Program Ethical, Legal, and Social Implications working group.

ScribeAmerica at NYP / Weill Cornell Medical Center | ED Medical Scribe and Certified Floor Trainer Aug 2016 - Jan 2019

- Documented history, exam, procedures, and assessment across the adult and pediatric emergency departments at two hospital sites, and trained and evaluated incoming scribes.

EDUCATION

Loyola University Chicago Stritch School of Medicine | Doctor of Medicine program, 2020 - 2022. I took a leave of absence in good standing to care for family, and that leave led to ExactRx.

Fordham University Graduate School of Arts and Sciences | MA, Ethics and Society, focused on medical ethics and policy.

Fordham University | BS, Biology.

PUBLICATION

Engaging Virtual Learners: Using an Obstetric Emergency Training Initiative as a Framework for Interprofessional Telesimulation Modeling.