



CHRIS CASE

PROGRAM MANAGER | STRATEGY & OPERATIONS



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OVERVIEW

Program manager with 15+ years of experience leading complex, people-centered initiatives through growth, transition, and competing priorities. Known for aligning cross-functional teams, translating direction into executable plans, and sustaining momentum during periods of change. Brings a calm, relational leadership style that balances delivery, culture, and adoption in fast-moving environments.

EDUCATION

Master's in Arts

Reformed Seminary
2002-2005

Bachelor's in Science

University of Florida
1999 - 2002

SKILLS

Program & Project Management

Strategy Execution & Operational

Planning

Cross-Functional Leadership

Change Management & Adoption

Stakeholder Communication

Process Improvement

Team Alignment & Execution

Facilitation & Decision Support

WORK EXPERIENCE

LEAD PASTOR / PROGRAM LEADER RESONATE CHURCH

2011-2025

Senior program and operations leader responsible for guiding multi-year initiatives, aligning teams, and sustaining execution through organizational growth and change.

- Led complex, multi-stream programs involving leadership, operations, creative teams, volunteers, and external partners
- Translated organizational direction into clear priorities, execution plans, and coordinated workflows across concurrent initiatives
- Facilitated planning sessions, alignment meetings, and regular check-ins to ensure shared understanding of goals, risks, and next steps
- Guided teams through periods of transition and ambiguity with steady leadership, clear communication, and attention to adoption
- Balanced long-term vision with near-term delivery while navigating limited resources and competing demands
- Supported leaders and contributors through change by clarifying roles, decision-making authority, and success criteria
- Maintained momentum and delivery consistency during seasons of growth, constraint, and organizational change
- Scaled organizational operations and budget from startup phase to a sustainable model supporting 450+ participants

DIRECTOR OF PROGRAMMING CUMBERLAND CHURCH

2008 – 2011

Program manager overseeing recurring, deadline-driven initiatives across multiple teams and contributors.

- Coordinated programs across creative, technical, and volunteer teams to ensure reliable, on-time delivery
- Translated leadership goals into executable plans, timelines, and coordinated workflows
- Managed dependencies and handoffs between teams to reduce friction and missed deadlines
- Improved planning, intake, and communication processes to reduce last-minute disruption and increase predictability
- Supported team leads through clear expectations, shared priorities, and consistent follow-through

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TECH SKILLS

Google Workspace (Docs, Sheets, Slides, Drive, Meet)

Microsoft Office (Word, Excel, PowerPoint)

Asana (program workflows, dependencies, intake, automation)

Adobe Creative Cloud (Photoshop, Illustrator, Premiere Pro)

Presentation design and content workflows

Applied use of generative AI tools for planning, writing, and synthesis

EXTRA

CERTIFIED SCRUMMASTER (CSM)

Scrum.org / Scrum Alliance
Credential ID 1283908 (2026)

GEN AI

Google Cloud
ID:8QSXC0W9ZHPX (2026)

PROJECT MANAGEMENT

Google
In Progress

WORK EXPERIENCE CONTINUED

DIRECTOR OF E-MARKETING CROWN FINANCIAL

2005 – 2008

Program manager responsible for coordinating digital initiatives across content, marketing, and technical teams.

- Led digital programs across web, email, and content platforms, managing timelines, deliverables, and dependencies
- Coordinated strategy, content development, and technical execution across cross-functional teams
- Used engagement and performance data to inform priorities, sequencing, and program adjustments
- Supported adoption of digital initiatives through clear communication, documentation, and execution discipline
- Partnered with stakeholders to align digital efforts with broader organizational goals

OWNER / CREATIVE OPERATIONS MORNINGSTAR DESIGNS

2005 – 2025

Creative operations lead supporting client initiatives through clear scope definition, coordination, and disciplined delivery.

- Coordinated creative deliverables, timelines, and stakeholder expectations across multiple client projects
- Translated client goals into clear scopes, plans, and execution-ready assets
- Managed revisions, feedback cycles, and delivery milestones to maintain quality and trust
- Balanced multiple projects simultaneously while maintaining reliability and attention to detail
- Supported initiatives requiring clarity, discretion, and consistent follow-through