

# CHRIS CASE

Chief of Staff-Style Leader | Executive Enablement • Strategy Integration • Change Leadership

(404) 386-9608



chris@thechriscase.com



Atlanta, GA



[linkedin.com/in/thechriscase/](https://linkedin.com/in/thechriscase/)  
[thechriscase.com](http://thechriscase.com)



## PROFILE

Chief-of-staff-style leader with 15+ years of experience partnering with senior leaders to translate strategy into execution, align stakeholders, and lead organizations through growth and change. Trusted advisor known for sound judgment, intuitive problem-solving, and the ability to synthesize complexity into clear direction.

Experienced operating as the integrator across leadership, operations, and people, supporting executives through decision-making, prioritization, communication, and follow-through. Particularly effective in ambiguous, high-change environments where leaders need clarity, alignment, and momentum.

## PROFESSIONAL

### Operations & Technology Consultant (01/2026 – Present)

Family Medical Centre, Hialeah, Doral, Pembroke Pines, FL

Partner with physician-owners and operational leaders to improve execution, decision-making, and readiness for change across a multi-location healthcare organization.

- Serve as a thought partner to leadership on operational priorities, sequencing, and tradeoffs
- Diagnose workflow bottlenecks and recommend practical improvements across intake, scheduling, communications, and care delivery
- Evaluate systems and tools, including EHR and patient engagement platforms, to support scalability and adoption
- Support change readiness and communication planning with clinical and administrative teams
- Design and pilot AI-enabled tools within healthcare risk and compliance constraints
- Provide leaders with clarity, options, and next steps during periods of transition

### President / Chief of Staff / Program & Operations Leader (9/2011-12/2025)

Resonate Church, Atlanta, GA

Served as President and Chief of Staff for a complex organization, functioning as the primary integrator across strategy, leadership, operations, and execution.

- Acted as the principal advisor to senior leadership and board, supporting decision-making, prioritization, and long-range planning
- Led the organization from early-stage growth to maturity, scaling over 3500%
- Oversaw budget growth over 15,000%, including forecasting, resource allocation, and board governance

## EDUCATION

### Master of Arts

Reformed Seminary

### Bachelor of Science

University of Florida

## KEY SKILLS

Executive Enablement & Decision Support

Strategy Integration & Prioritization

Change Leadership & Communication

Cross-Functional Alignment

Program & Initiative Oversight

Stakeholder & Board Partnership

Organizational Design & Enablement

Budgeting, Forecasting & Governance

- Framed and communicated major organizational decisions, ensuring leaders and stakeholders understood the “why,” implications, and path forward
- Aligned staff, volunteer leaders, and board stakeholders during periods of growth, restructuring, and strategic change
- Enabled cross-functional leaders by clarifying roles, decision rights, and expectations, and removing barriers to execution
- Designed and implemented onboarding, training, and leadership development systems to support consistency and leadership health
- Planned and executed high-visibility initiatives and events (500–1,000 attendees), coordinating internal teams and external partners

**Board Member** (04/2016–11/2025)

*DeKalb County Division of Family & Children’s Services, DeKalb Co, GA*

Provided governance oversight for county-level child welfare services in partnership with public-sector leadership.

- Reviewed budgets, performance metrics, and compliance requirements
- Advised on policy, risk management, and service delivery improvements
- Collaborated with cross-sector stakeholders across government and nonprofit organizations

**Director of Programming / Program Coordinator** (08/2008–09/2011)

*Cumberland Church, Smyrna, GA*

- Supported senior leadership by coordinating execution across recurring, multi-team programs
- Managed delivery under tight timelines and resource constraints
- Improved planning and coordination workflows to reduce execution risk

**Director of eMarketing / Digital Program Lead** (03/2005–09/2008)

*Crown Financial, Gainesville, GA*

- Owned digital program execution supporting education and outreach initiatives
- Partnered cross-functionally to align strategy, messaging, and delivery
- Used performance data to inform prioritization and program direction

## TECH SKILLS

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

**Microsoft Office** (Word, Excel, PowerPoint)

**Project Management Tools** (Asana, ClickUp, 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 (PMP)

Google

In Progress