

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/
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:8QXCC0W9ZHPX (2026)

PROJECT MANAGEMENT (PMP)

Google
In Progress