

# CHRIS CASE

Learning & Change Leader | Enablement • Leadership Development • Organizational Transformation

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## PROFILE

Learning, change, and enablement leader with 15+ years of experience helping organizations and leaders navigate complexity, growth, and transformation. Known for the ability to translate hard concepts into clear, teachable frameworks that support adoption, alignment, and sustained change.

Experienced designing and leading leadership development, onboarding, and change enablement initiatives across diverse audiences. Brings a systems mindset, strong intuition, and a coaching posture that helps people understand not only what is changing, but why it matters and how to move forward with confidence.

## PROFESSIONAL

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

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

Support organizational change and enablement for a multi-location primary care practice undergoing operational and technology transformation.

- Partner with clinical and administrative leaders to prepare teams for workflow and system changes
- Translate technical and operational changes into clear guidance that supports understanding and adoption
- Design change readiness and communication approaches to reduce friction and resistance
- Support training and enablement needs related to new systems, processes, and tools
- Pilot AI-enabled tools while supporting staff understanding of purpose, limits, and usage

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

*Resonate Church, Atlanta, GA*

Led learning, leadership development, and change initiatives as part of senior executive leadership.

- Designed and delivered leadership development, onboarding, and training systems to support consistency and long-term sustainability
- Led large-scale change initiatives involving shifts in organizational direction, structure, and operating rhythms
- Served as primary communicator for change, translating complex and sensitive ideas into accessible, persuasive narratives
- Facilitated alignment across staff, volunteer leaders, and governance stakeholders during periods of transition
- Coached leaders through ambiguity, conflict, and growth, helping teams remain unified and effective

## EDUCATION

### **Master of Arts**

*Reformed Seminary*

### **Bachelor of Science**

*University of Florida*

## KEY SKILLS

Change Management & Enablement

Leadership Development & Coaching

Learning Program Design & Facilitation

Organizational Effectiveness

Executive & Stakeholder Communication

Adult Learning & Knowledge Translation

Onboarding & Capability Building

Culture, Alignment & Adoption

- Built learning environments that emphasized understanding, dialogue, and practical application

**Board Member (04/2016–11/2025)**

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

Contributed to organizational oversight and learning at the governance level.

- Reviewed program performance, compliance, and outcomes to support continuous improvement
- Advised on policy, risk, and service delivery changes impacting vulnerable populations
- Engaged cross-sector stakeholders to support alignment and shared understanding

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

*Cumberland Church, Smyrna, GA*

- Supported recurring programs through training, coordination, and leader enablement
- Developed communication rhythms and planning processes to improve reliability and clarity
- Enabled volunteer leaders by clarifying expectations, workflows, and ownership

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

*Crown Financial, Gainesville, GA*

- Designed educational and outreach programs through digital platforms
- Translated complex financial concepts into accessible, audience-centered content
- Used engagement data to evaluate effectiveness and adjust learning approaches

## 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