

CHRIS CASE

Program & Operations Leader

Strategy-to-Execution • Change Enablement • Cross-Functional Leadership

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PROFILE

Program and operations leader with 15+ years of experience driving execution across complex, multi-stakeholder organizations. Proven track record translating strategy into actionable plans, aligning cross-functional teams, and leading change through periods of growth, restructuring, and ambiguity.

Known for strong judgment, intuitive problem-solving, and the ability to communicate complex ideas clearly and persuasively. Experienced operating at senior levels as a chief integrator across strategy, people, and execution, with responsibility for long-term initiatives, budgeting, and organizational enablement.

PROFESSIONAL

Operations & Technology Consultant (01/2026 – Present)

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

Lead operational and digital improvement initiatives for a multi-location primary care practice, focused on patient access, internal workflows, and readiness for system change.

- Conduct end-to-end healthcare operations analysis across intake, scheduling, communications, and clinical workflows
- Design and implement process improvements to reduce friction, improve patient experience, and support staff adoption
- Evaluate EHR, patient engagement, and automation tools to support scalability, compliance, and operational efficiency
- Partner with clinical and administrative leaders on change readiness, sequencing, and adoption planning
- Design and pilot AI-enabled patient-facing tools within healthcare risk and compliance constraints
- Support local growth initiatives through digital presence optimization and paid acquisition strategy

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, acting as the chief integrator across strategy, people, and execution.

- Led the organization from early-stage growth to a mature, sustainable operation, scaling over 3500%
- Oversaw budget growth over 15,000%, including forecasting, resource allocation, and board-level financial oversight
- Directed multiple concurrent, multi-year initiatives across operations, education, leadership development, and community engagement

EDUCATION

Master of Arts

Reformed Seminary

Bachelor of Science

University of Florida

KEY SKILLS

Program & Portfolio Management

Business Operations & Execution

Change Management & Enablement

Cross-Functional Leadership

Stakeholder & Executive Communication

Process Improvement & Workflow Design

Budgeting, Forecasting & Resource Allocation

Requirements Gathering & Systems Thinking

- Served as primary communicator for organizational direction and change, translating strategy into clear, compelling narratives for diverse audience
- Enabled cross-functional teams of paid staff and volunteer leaders by clarifying roles, decision rights, and priorities, removing blockers to execution
- Designed and implemented onboarding, training, and leadership development systems that improved consistency, clarity, and long-term sustainability
- Planned and executed large-scale programs and events (500–1,000 attendees), coordinating logistics, vendors, external partners, and internal teams

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 serving a county-wide population
- Reviewed budgets, program performance, and compliance requirements in partnership with county and state leadership
- Advised on policy, risk, and service delivery improvements impacting vulnerable families
- Collaborated with cross-sector stakeholders across government, nonprofit, and community organizations

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

Cumberland Church, Smyrna, GA

- Coordinated recurring, multi-team programs involving logistics, scheduling, content, and volunteer leadership
- Managed weekly program delivery under tight timelines and resource constraints
- Partnered with senior leaders to translate organizational priorities into executable plans
- Improved planning and coordination workflows, reducing last-minute disruptions and execution risk

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

Crown Financial, Gainesville, GA

- Led digital programs supporting education and outreach initiatives, translating strategy into coordinated execution
- Partnered cross-functionally with content, design, and technical teams to align messaging, timelines, and deliverables
- Managed content production workflows across web and email platforms
- Used engagement data and performance metrics to inform program direction and optimization
- Oversaw website and digital platform development, partnering with technical contributors for long-term maintainability

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