

# Christopher Case

Chief of Staff-Style Executive Partner | Strategy Execution • Governance Alignment • Organizational Change

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Chief of Staff-style leader with 15+ years of experience partnering with founders, executives, and boards to turn strategy into coordinated execution. Known for clarifying priorities, surfacing tradeoffs, and guiding leadership teams through growth, organizational change, and governance complexity. Operates at the intersection of strategy, operations, and communication to help leaders make sound decisions and move initiatives forward with alignment.

## SELECTED LEADERSHIP OUTCOMES

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- Scaled a founder-led organization of **3500% participant growth** and **1500% budget growth** during my tenure.
- Led four major organizational changes affecting strategy, structure, and core organizational convictions while maintaining **~98% community retention**.
- Stabilized governance conflict between executive leadership and board by clarifying decision rights and authority boundaries, restoring trust and preventing leadership attrition.
- Built leadership pipelines supporting ~30 volunteer leaders and 100+ volunteers across programs and operations
- Clarified board and executive decision rights during governance conflict, restoring leadership trust and preventing attrition.

## PROFESSIONAL EXPERIENCE

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### Operations and Technology Consultant | Family Medical Centres | South Florida

*January 2026 – Present*

- Serve as primary advisor to physician owners on operational priorities, technology strategy, and sequencing of change initiatives
- Lead organization-wide needs assessments across intake, scheduling, billing, and care delivery to surface root causes and decision options
- Evaluated multiple EHR and billing platforms and recommended a full transition in billing systems to reduce claim errors and administrative friction.
- Developed implementation sequencing and change readiness approach for clinical and administrative staff to support adoption across three practice locations.
- Designed patient intake improvements including digital forms and pre-visit preparation workflows aimed at eliminating up to one hour of front-office processing time per new patient.
- Designed patient-facing and internal improvements that reduce friction while respecting HIPAA, budget neutrality, and legacy constraints

### President and Chief of Staff | Resonate Church, Atlanta, GA

*September 2011 – December 2025*

Founder-led nonprofit organization that grew from early stage startup to a stable midsize organization. Served as the integrator across strategy, operations, leadership development, and governance.

- Led multiple organization-wide change initiatives involving strategy shifts, governance clarification, and operating model redesign.
- Preserved trust and alignment through high-impact change, maintaining approximately 98% retention even during sensitive transitions.
- Served as primary strategic advisor to founder and board, framing major organizational decisions, tradeoffs, and long-term planning.
- Built, presented, and governed annual operating budgets, scaling **1500% growth** while maintaining financial stability.
- Aligned staff and volunteer leadership through strategic changes by clarifying priorities, sequencing initiatives, and communicating decision rationale.

- Oversaw workforce operations including hiring, onboarding, reviews, compensation oversight, policy development, and payroll coordination for a staff team of up to seven employees.
- Directed programs and large-scale events serving up to 1,000 participants, coordinating staff, volunteer teams, vendors, and sponsorship partnerships.

**Board Member | Division of Family and Children's Services, DeKalb County, GA**

***April 2016 – Present***

- Provided governance oversight for county child welfare services in partnership with county and state leadership
- Reviewed budgets, performance metrics, compliance requirements, and executive accountability measures
- Advised leadership during a high-pressure compliance period, contributing to improved system outcomes and workforce stabilization

**Director of Programming | Cumberland Church, Smyrna, GA**

***August 2008 – September 2011***

- Coordinated multi-team program delivery involving ~75 volunteers and recurring large-scale events, improving planning systems and execution reliability.

**Director of eMarketing + Digital Program Lead | Crown Financial, Gainesville, GA**

***March 2005 – September 2008***

- Led digital program execution across web, email, and campaign initiatives, coordinating content, design, and technical teams for major educational product launches.

## **EDUCATION**

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**Master of Arts, Reformed Theological Seminary**

*Atlanta, GA | Graduated May 2005*

**Bachelor of Science, University of Florida**

*Gainesville, FL | Graduated May 2002*

## **SKILLS**

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- Executive Decision Support
- Chief of Staff Partnership
- Strategy Integration & Prioritization
- Organizational Change Leadership
- Governance & Board Relations
- Executive Communications and Messaging
- Cross-Functional Alignment
- Program & Initiative Oversight
- Risk Management & Sequencing
- Executive Communication
- Operational Enablement
- Organizational Design

## **CERTIFICATIONS**

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- Certified ScrumMaster, Scrum Alliance, 2026
- Google Project Management Certificate, In Progress, 2026
- Google Generative AI Certificate, 2026