

Christopher Case

Customer Success Leader | Client Relationship Management • Adoption & Retention • Stakeholder Communication

📍 Atlanta, GA

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Customer-facing leader with 15+ years of experience building deep trust with clients, translating complex needs into actionable solutions, and helping people get real value from what they have committed to. Known for listening carefully – hearing what people actually need, not just what they say – and advocating authentically on their behalf across teams and leadership levels. Brings a track record of high retention, strong relationships, and a natural ability to operate as a trusted partner in challenging or high-stakes environments.

SELECTED LEADERSHIP OUTCOMES

- Maintained ~98% client and community retention through four major organizational transitions, including changes that affected deeply held beliefs, long-standing systems, and core community identity
- Built and sustained trusted advisor relationships with 500+ stakeholders across 14 years, proactively managing needs, navigating difficult conversations, and keeping engagement high through periods of uncertainty
- Served as primary client-facing advisor for a multi-location healthcare practice, translating complex operational and technology decisions into clear guidance that physician owners and staff could act on
- Managed a stakeholder base of 100+ volunteer leaders and contributors, driving adoption, resolving concerns, and maintaining long-term commitment without positional authority
- Facilitated escalation and conflict resolution between executive leadership and board stakeholders, restoring trust and re-establishing productive working relationships

PROFESSIONAL EXPERIENCE

Operations and Technology Consultant | Family Medical Centres | South Florida

January 2026 – Present

Engaged as primary advisor to physician owners at a 3-location, 9-provider primary care practice. Functioned as a dedicated client success partner, building trust with leadership, understanding their real needs, and translating complex operational and technology decisions into guidance they could actually use.

- Built trusted advisor relationships with physician owners, earning buy-in for significant operational changes by listening carefully, framing tradeoffs clearly, and communicating in terms that matched their priorities
- Conducted discovery across all operational areas, intake, scheduling, billing, care delivery, to surface what clients actually needed vs. what they initially described
- Translated complex EHR evaluation findings into a clear recommendation that physician owners could understand, evaluate, and act on with confidence
- Navigated staff resistance and client-side friction by designing adoption approaches that acknowledged real concerns and sequenced change at a manageable pace
- Served as the consistent point of contact across a multi-stakeholder environment, bridging communication between providers, administrators, and frontline staff

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

September 2011 – December 2025

Served as the primary relationship owner and trusted partner for a community of 500+ stakeholders across 14 years of growth, change, and organizational complexity. Built and maintained the kind of long-term loyalty that only comes from consistent attentiveness, honest communication, and genuine investment in people's success.

- Maintained ~98% retention through four major organizational changes, protecting relationships during the highest-stakes transitions by communicating proactively, addressing concerns directly, and keeping stakeholders informed and valued throughout
- Managed ongoing relationships with 500+ community members, 100+ volunteers, and 30+ volunteer leaders, conducting regular check-ins, identifying emerging needs, and resolving issues before they became attrition risks

- Served as the primary point of escalation for difficult interpersonal, relational, and organizational conflicts, listening to all sides, translating concerns across stakeholder groups, and facilitating resolution
- Onboarded new community members through structured processes designed to help them find value and connection quickly, reducing early disengagement and building long-term loyalty
- Developed and maintained trusted advisor relationships with board members and senior leaders, navigating sensitive governance issues with clarity and care

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

April 2016 – February 2026

- Represented stakeholder and community interests in governance and policy decisions affecting children and families across DeKalb County
- Served as a voice for those being served, translating frontline experience into board-level advocacy
- Supported organizational leadership through a high-pressure compliance period, contributing perspective on community impact and stakeholder communication

Director of Programming | Cumberland Church, Smyrna, GA

August 2008 – September 2011

- Recruited and onboarded volunteer leaders across multiple departments, managing their experience from initial engagement through long-term contribution
- Maintained strong working relationships with volunteer teams by communicating clearly, resolving friction early, and recognizing contributions consistently
- Facilitated coordination meetings that kept cross-functional teams aligned and stakeholders informed

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

March 2005 – September 2008

- Managed external partner relationships including a joint educational initiative with Focus on the Family – coordinating across organizational boundaries to deliver shared outcomes
- Led cross-functional teams across creative, technical, and content disciplines to deliver client-facing digital programs
- Translated organizational strategy into communication and content that met the needs of end users and external partners

EDUCATION

Master of Arts, Reformed Theological Seminary

Atlanta, GA | May 2002 - May 2005 (Graduated)

Bachelor of Science, University of Florida

Gainesville, FL | August 1999 - May 2002 (Graduated)

SKILLS

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| <ul style="list-style-type: none"> • Client Relationship Management • Onboarding & Adoption • Customer Retention & Churn Prevention • Stakeholder Communication & Advocacy • Needs Assessment & Discovery • Escalation Management & Conflict Resolution • Trusted Advisor Relationships | <ul style="list-style-type: none"> • Cross-functional Collaboration • Executive Communication • Active Listening & Needs Translation • QBR Facilitation & Success Planning • Change Management & Adoption Strategy • Account Health Monitoring • Client-facing Communication Design |
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CERTIFICATIONS

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