

# CHRISTOPHER CASE

*Organizational Development Leader | Leadership Development • Change Enablement • Organizational Effectiveness*

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Organizational development leader with 15+ years of experience building leadership capability, enabling organizational change, and designing systems that help people and teams perform at their best. Known for diagnosing what is actually getting in the way of organizational effectiveness, then building the solution that closes the gap—whether that’s a leadership development framework, a change enablement strategy, or an AI-powered tool that solves a real operational problem. Experience spans leadership development, change enablement, organizational design, performance coaching, technology-enabled learning, and governance.

## SELECTED LEADERSHIP OUTCOMES

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- Designed and led organizational development work through four major structural and strategic transformations, maintaining ~98% retention at each transition
- Built end-to-end leadership development systems, including onboarding, coaching rhythms, training programs, and succession pipelines, supporting ~30 leaders and 100+ staff across a scaling organization
- Diagnosed and resolved a governance conflict between executive leadership and board by designing a decision-rights framework that clarified authority, restored trust, and prevented leadership attrition
- Scaled organizational leadership capacity in parallel with 3,500% organizational growth—from a 3-person startup to a team of 8 staff and 30+ volunteer leaders
- Designed and launched a revenue-generating online learning platform (LMS) covering AI tools and workflow integration. Owned end-to-end instructional design: curriculum architecture, content sequencing, and learner experience. Actively selling. (2025–Present)
- Designed and published 15 AI-powered workflow automation tools on the OpenClaw platform spanning healthcare, automotive, real estate, content, events, education, and operations, turning complex processes into repeatable, scalable systems. Publicly available and actively used.

## PROFESSIONAL EXPERIENCE

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### **Strategic Client Advisor | Family Medical Centre | Hialeah, FL January 2026 – Present**

*Engaged as organizational and change management advisor to physician owners at a 3-location, 9-provider primary care practice (~30 staff, ~1,000 patients/month). Primary focus on organizational readiness, change adoption, and leadership alignment during a period of significant operational and technology transformation.*

- Conducted organizational needs assessment across intake, scheduling, billing, and care delivery to surface root causes and map current vs. future state workflows
- Designed change enablement approaches for staff adoption of new workflows and technology, balancing clinical capacity, leadership readiness, and change sequencing
- Coached physician owners through change leadership challenges including staff resistance, priority alignment, and decision-making under operational pressure
- Identified compliance gaps in patient communications infrastructure and led full migration to HIPAA-compliant channels across all 3 locations, managing organizational risk, change sequencing, and staff adoption end-to-end
- Designed and deployed a HIPAA-compliant AI chatbot for a patient-facing web presence, identifying the need, selecting the technology, and building the solution end-to-end in a regulated healthcare environment. In active daily use.
- Developed communication frameworks and training materials translating complex operational changes into clear guidance for staff
- Built and deployed an AI-powered Google review response agent that monitors reviews, drafts professional responses, and routes them for approval before publishing. Live and in active use.
- Managed targeted Google Ads campaigns and SEO optimization, driving a 5% increase in new patient leads across practice locations

### **President and Chief of Staff | Resonate Church | Atlanta, GA September 2011 – December 2025**

*Served as the senior organizational leader of a founder-led organization, with full ownership of organizational development, leadership systems, culture, and performance across all stages of growth and transformation.*

- Designed and implemented a comprehensive leadership development system, including structured onboarding, weekly coaching rhythms, mentoring relationships, and succession planning, for staff, volunteer leaders, and future executive leaders

- Led four major organizational transformations affecting strategy, structure, and operating model, designing the change processes, communication frameworks, and leadership supports that produced ~98% retention through each transition
- Diagnosed and resolved board-executive governance conflict by designing a decision-rights and responsibility framework that clarified authority, restored alignment, and prevented leadership attrition
- Built and sustained an organizational culture that produced unusually long staff tenure in a high-turnover sector, through intentional coaching, clear role design, and sustained investment in leadership health
- Designed and facilitated leadership retreats, team intensives, and development workshops for audiences ranging from small staff teams to gatherings of 75+ leaders
- Managed SEO strategy and a \$10,000/month Google Ad Grant, optimizing campaigns within strict compliance requirements and driving measurable web traffic growth

**Board Member | Division of Family and Children’s Services, DeKalb County, Decatur, GA April 2016 – February 2026**

- Served on the county board overseeing DFCS operations and policy for 10 years
- Supported organizational leadership during a high-pressure compliance period associated with a significant reduction in children in foster care

**Director of Programming | Cumberland Church | Smyrna, GA August 2008 – September 2011**

- Recruited, developed, and led volunteer leaders across multiple departments
- Created structured onboarding and training systems to equip new leaders for their roles
- Facilitated leadership alignment meetings focused on coordination, clarity, and team development

**Director of eMarketing + Digital Program Lead | Crown Financial | Gainesville, GA March 2005 – September 2008**

- Led cross-functional project teams delivering national digital and educational program initiatives
- Partnered with national organizations on joint educational initiatives, including Focus on the Family

**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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Organizational Development | Needs Assessment & Organizational Diagnosis | Leadership Development & Coaching | Learning & Development Systems | Change Enablement & Adoption Strategy | Succession Planning & Leadership Pipelines | Organizational Design & Effectiveness | Governance & Decision Rights Design | Performance Coaching | Facilitation & Workshop Design | Culture Formation & Organizational Health | Cross-functional Team Leadership | Stakeholder Communication & Engagement | AI & Technology-Enabled Solutions

**CERTIFICATIONS**

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Certified ScrumMaster, Scrum Alliance, 2026

Google Project Management Certificate, 2026

Google Generative AI Certificate, 2026

Salesforce Customer Success Manager Certificate, In Progress, 2026