

CHRISTOPHER CASE

Technical Customer Success Manager | Client Advocacy • Solution Building • AI & Workflow Automation

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Client-facing leader with 15+ years of experience building trusted advisor relationships, translating complex needs into actionable solutions, and helping clients get real, measurable value from the tools and systems they invest in. Known for going beyond advising to actually building the solution: designing AI-powered tools, workflow automations, and enablement systems that solve real client problems. Combines deep relationship instincts with hands-on technical fluency in AI, automation platforms, and systems architecture. Currently serving as a technical advisor to a multi-location healthcare practice, managing technology adoption, HIPAA compliance, and client-facing AI deployments in a regulated environment.

SELECTED OUTCOMES

- Built trusted advisor relationships with physician owners at a 3-location primary care practice, translating complex technology decisions into clear guidance and managing adoption across a high-stakes regulated environment
- 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
- Designed and deployed a HIPAA-compliant AI chatbot for a healthcare client, identifying the gap, selecting the technology, and building the solution end-to-end. In active daily use, reducing front office load and improving patient scheduling access.
- 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
- Managed a stakeholder base of 100+ contributors, driving adoption, resolving concerns, and maintaining long-term commitment without positional authority

TECHNICAL PROJECTS & AI BUILDS

- **HIPAA-Compliant AI Chatbot (Healthcare)** – Designed and deployed a patient-facing chatbot for a multi-location primary care practice. Built within HIPAA constraints, handling non-medical inquiries related to appointments, insurance, and office logistics. In active daily production use.
- **Online Learning Platform / LMS** – Designed and launched a revenue-generating online course covering AI tools and workflow integration. Owned end-to-end instructional design: curriculum architecture, content sequencing, platform selection, and learner experience. Actively selling. (2025–Present)
- **Workflow Automation Pipeline (n8n)** – Built an end-to-end job listing aggregation system using n8n, routing filtered listings from multiple sources into a structured spreadsheet with automated email notifications. Designed the full data pipeline, API integrations, and notification logic.
- **Autonomous AI Trading Agents (SignalBot & OddsBot)** – Designed and deployed two autonomous AI-powered trading agents on a VPS: one operating on Kalshi (event/news markets) and one on Alpaca (equities). Both run continuously with live dashboards, learning banks, and self-refining decision logic.
- **Multi-Agent AI Company (Unsupervised)** – Architected an autonomous multi-agent AI system where role-based agents (CEO, content, finance, social media, analytics) collaborate, learn from each other, and make strategic decisions with minimal human oversight. Agents autonomously selected a market vertical and are building a content and marketing operation within a constrained budget.
- **AI Workflow Automation Portfolio (OpenClaw)** – Designed and published 15 AI-powered workflow automation skills on the OpenClaw platform spanning healthcare, automotive, real estate, content creation, event management, education, and operations. Each skill turns a complex multi-step process into a repeatable, guided system. Publicly available and actively used.
- **Google Review Response Agent (FMC)** – Built an AI agent that monitors Google reviews, drafts professional responses, and routes them for client approval before publishing. Human-in-the-loop design ensures quality while eliminating manual effort. Live and in active use.

PROFESSIONAL EXPERIENCE

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

Engaged as primary technology and operations advisor to physician owners at a 3-location, 9-provider primary care practice (~30 staff, ~1,000 patients/month). Functioning as a hands-on client success partner: diagnosing needs, building solutions, managing adoption, and ensuring clients get real value from every technology decision.

- Designed and deployed a HIPAA-compliant AI chatbot for the client's patient-facing web presence, owning the full build from need identification through implementation and ongoing optimization
- 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

- Identified compliance risk in client communications infrastructure and led full migration to HIPAA-compliant channels across all three locations, proactively protecting client operations
- 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
- 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 primary relationship owner and trusted partner for a community of 500+ stakeholders across 14 years of growth, change, and organizational complexity.

- Maintained ~98% retention through four major organizational changes 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 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
- Designed and implemented leadership development systems including onboarding, coaching rhythms, and succession planning for staff and volunteer 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

- Represented stakeholder and community interests in governance and policy decisions affecting children and families across DeKalb County for 10 years
- 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
- 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

EDUCATION

Master of Arts (Theology), Reformed Theological Seminary, Atlanta, GA | Graduated May 2005

Bachelor of Science (Zoology), University of Florida, Gainesville, FL | Graduated May 2002

SKILLS

Client Relationship Management | Technical Customer Success | Onboarding & Adoption Strategy | Stakeholder Communication & Advocacy | Needs Assessment & Discovery | Escalation Management & Conflict Resolution | AI Solution Design & Deployment | Workflow Automation (n8n, Zapier) | Autonomous Agent Architecture | API Integration & Data Pipelines | LMS & Enablement Design | HIPAA Compliance | Change Management | Cross-functional Collaboration | Executive Communication

CERTIFICATIONS

Certified ScrumMaster, Scrum Alliance, 2026

Google Project Management Certificate, 2026

Generative AI Leader Specialization, 2026

Salesforce Customer Success Manager Certificate, In Progress, 2026