

Christopher N. John

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SUMMARY

A well-organized problem solver with demonstrated leadership and motivational capabilities. Possess strong attention to detail and an ability to design and coordinate efficient managerial systems.

EDUCATION

PhD in Business Administration, Strategy and Organizational Behavior: UNC Greensboro, Exp. 2023

Master of Business Administration, Concentration in Finance: Kent State University, 2016

Master of Arts in Sport and Recreation Management: Kent State University, 2009

Bachelor of Science in Recreation and Park Management: Pennsylvania State University, 2004

KEY SKILLS & CERTIFICATIONS

- Certified Associate in Project Management, PMI
- Lean Six Sigma Green Belt, SSGI
- Microsoft Office Excel 2016 Specialist
- Skills in SPSS, SQL, Jira, Confluence, and MS Project
- Strategic planning and analytical decision making
- Data analysis and managerial reporting
- Documented leadership, teaching and training excellence

EMPLOYMENT

IT Project Manager, Integrations, Cleveland Clinic, Nov. 2019 to present

- Deliver integrations for Cleveland Clinic's multimillion dollar Oracle Fusion Cloud ERP implementation
 - Define plans, track progress, coordinate meetings and facilitate delivery of Supply Chain, Finance, and Grants related integrations
 - Coordinate solutions for functional and technical questions
 - Support needs of 15 boundary systems
 - Drive delivery of over 50 inbound/outbound integrations
 - Liaise with 12 Oracle functional and technical leads and over 40 Cleveland Clinic program partners

IT Delivery Manager, Envision RX Options, 2018 to Sept. 2019

- Serve as project manager and deliver information technology projects and products based on business and client needs
 - 2019 CMS mandated opioid readiness to support medicare Part D patients
 - Real time client conversion resulting in annual client savings of \$1.1 million
 - AMWins Direct Member Reimbursement enhancement
- Suggest and implement process improvements
 - Standard project plan template on Confluence
 - Process improvement methodology
- Serve as business liaison to support business technology needs and facilitate decision making
- Serve as Agile coach to support implementation of Scrum methodology of software delivery
- Coordinate communications, assignments, resources, and completion of tasks for teams of up to 20 members
- Serve as department survey assessment designer and coordinator

Assistant Director, Department of Recreational Services, Kent State University, 2014 to 2018

- Administer a diverse portfolio of 10 program areas including climbing wall, Flashfleet bike share, teambuilding, outdoor trips, Crooked River Adventures, outdoor rental center, experiential education, high ropes course, low ropes course, and Immersion Excursion
 - Hire, train, and manage program staff including professional staff, INR contract staff, and student staff
 - Design and coordinate co-curricular programming including experiential education trips, special events, educational clinics, and community service
 - Collaborate with numerous user groups including students, faculty/staff, and external partners
 - Co-Designed Immersion Excursion outdoor orientation for incoming first year students with KSU OEECE
 - Maximized a culture of sustainability, risk management, and customer service
 - Updated student learning outcomes for training of student staff
- Responsible for budgetary oversight of Adventure Center program area, Crooked River Adventures livery, and Flashfleet bike share with annual combined budgets of \$300,000
 - Updated budget submission form for program area to allow for more detailed planning
 - Doubled primary budget revenues from FY14 to FY18
 - Maintained and pursued internal and external funding sources totaling over \$125,000 in FY16 and FY17
- Designed and fulfilled numerous strategic objectives and projects
 - Formed a five year strategic plan for the program area
 - Designed two new student supervisor positions to support critical areas of oversight and growth
 - Implemented new hybrid, flipped classroom staff training module through Blackboard to reduce training costs while allowing for diverse training and online assessment in a repeatable format
 - Created individual program risk management tools to manage risks on a granular level
 - Constructed inspection and inventory tools to allow more delegation to student employees
 - Generated a centralized tracking tool for one time tasks delegated to staff as well as recurring tracking tool
 - Developed marketing plan to highlight new programs, increase revenues, and increase participation
- Implemented reporting and assessment tools to benefit department and division
 - Designed a department wide assessment tool to track participant satisfaction and learning outcomes
 - Assisted the reformatting of department goals and objectives for FY18
 - Designed and updated department monthly goal reporting tool
 - Creating a student engagement and diversity needs assessment to assess the department's efforts
- Managed diverse project implementations
 - Coordinated the launch of Flashfleet, a technology based bike share with 60 bikes and 8 locations
 - Coordinated final course improvements for the University's 18 hole disc golf course with the Architect's Office
 - Completed projects, compiled data and completed submission for successful 2017 designation of Bike Friendly University, Bronze status for Kent State University
- Facilitated over 30 teambuilding programs for student groups, university departments, and corporations

Manager, Student Recreation Services, University of Akron, 2012 to 2014

- Managed program staff including one graduate assistant and eight student staff
- Maintained budget and controlled purchasing for program area
- Designed, implemented, and assessed outdoor programming for students and members
 - Increased offerings of low cost educational clinics by 60%
 - Consistently fulfilled the needs of the users by designing programs based on feedback and assessment
 - Successfully implemented five new programs over 2012-2013 school year
- Provided oversight for indoor climbing wall and outdoor rental center
 - Responsible for staff management, risk management and maintenance of 53' indoor climbing wall
 - Expanded rental center offerings by 15% to meet the needs of current students
 - Updated rental center inventory system to efficiently manage items

Registrar and Site Supervisor, Hudson Community Education and Recreation, 2010 to 2012

- Maintained registration system, class schedules, and registration payments for 8,000+ annual users
 - Reduced auditing errors by 20%
 - Increased customer service with pre-program reminder emails and emailed receipts
 - Created a centralized system to track program updates and cancellations
 - Assisted with content management system website updates
- Coordinated instructor, coach, official, and program needs
 - Supervised 500 participant youth basketball league over five different facilities serving as liaison between custodians, coaches, and patrons

Graduate Assistant, Department of Recreational Services, Kent State University, 2008 to 2009

- Trained, scheduled and managed 15 staff and 4 student supervisors in customer service, professional knowledge, outdoor education, and skill development
- Assisted with program administration
 - Independently drafted and administered ODNR grant
 - Maintained climbing wall, high ropes course, and rental center equipment and conducted monthly challenge course inspections
 - Updated climbing wall and trip risk management guidelines and program manuals

INSTITUTIONAL SERVICE

- Committee Member, KSU Strategic Engagement Task Force, Assessment Subcommittee, 2017-2018
- Committee Member, KSU Constituent Relationship Management Team, Division of Student Affairs, 2017
- Committee Member, KSU Dynamic Education and Engagement of Diverse Students, Sense of Belonging, 2016-2017
- Committee Member, KSU Annual Ride Walk Faculty Staff Luncheon, 2014-2015
- Staff Advisor, KSU Climbing Club, 2014
- Student Work Sponsor, KSU Upward Bound Program, 2017-2018

AWARDS, HONORS AND GRANTS

- Member, KSU Beta Gamma Sigma Business Honors Society
- \$5000: 2008 ODNR Boating Safety Education Grant

EXTERNAL ORGANIZATION AND COMMITTEE SERVICE

- Strategy and Finance Subcommittee Chair, Young Life of the Western Reserve, Hudson, OH, 2012-present
- Committee Member, Cuyahoga Valley National Park, Cuyahoga River Use Strategy Team, 2014-2018

INSTITUTIONAL WORKSHOP PARTICIPATION

- Agile Software Development, EnvisionRX
- Emotional Intelligence, Kent State University
- Using DiSC for Effective Management, Kent State University
- Supervising Successful Performance, Kent State University
- Establishing Unit and Department Goals, Kent State University
- Communication Effectiveness, Kent State University
- Hiring for Excellence, Kent State University
- The Competent Supervisor, Kent State University
- Planning and Decision Making for Supervisors, Kent State University
- Time-Wise Time Management, Kent State University

- Diversity Includes Everyone, Kent State University

COURSES TAUGHT

- Program Design and Evaluation, Kent State University, RPTM 36075, Fall 2017
- Rock Climbing, Kent State University, PEB 13030, 2014-2017
- Beginning Rock Climbing, The University of Akron, GEN ED 5540:207, 2012-2014