

Christopher W. Symons – Senior Executive and Trusted Advisor

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Professional Summary

An experienced senior executive and trusted advisor, backed by 45 remarkable years in information systems and organizational change.

- Principled in transformative leadership built upon vision, wisdom, integrity, and value.
- Established in information systems, services, projects, and portfolios,
- Drives strategic business operations, analytics, metrics, and advisories.
- Proponent of Strategy, Quality, Efficiency, Innovation and Change.
- Focused on strategic operational excellence, organizational agility, and financial performance.
- A deep voice of reason and compassion with a passion for leaving a legacy value.

Chris has a positive, enduring legacy of extraordinarily rich and diverse roles and relationships across a diverse range of industries and clients, most recently, with NuMaxim as its founding CEO. NuMaxim is a Christ centered business advisory service centered on Matthew 22 to create an Economy of Love.

Key accomplishments:

- Delivered organizational change management (OCM) executive leadership, recalled on 3 long term and numerous one-off follow-on contracts achieving an average client satisfaction of 98% amidst a 95% success rate in meeting negotiated Objectives and Key Results (OKR), and Key Performance Indicators (KPI).
- Spearheaded several publishable startup Visions, Operating Agreements, Cultural Definitions, and Organizational Designs for over 20 years for emerging small businesses and non-profits.
- Delivered numerous start-up marketing strategies and materials, including vision articulation and elevator speeches, product overviews and presentations.
- Headed the foundation of fundamental financial accountability and transparency, including start-up financial directives and profitability plans, budgets, general ledger, and accountability reporting, including cashflows, balance sheets, quarterly and annual profit and Loss statements.
- Drove operational excellence with gains in operational flexibilities and efficiencies averaging 23% across 12 organizations, with the remarkably successful establishment of Objectives and Key Results (OKR), and Key Performance Indicators (KPI).
- Aggressively advanced value, through mission centric ITSM (Operational Level (OLA), Service Level (SLA) and Data Use (DUA) Agreements, resulting in customer service satisfaction consistently above 90%, client service improvements of 38%, revenue increases of 20% and staff retention rates of 92%.
- Partnered in the initiation of start-up boards, both of directors and governors, from functional design to fulfilment of key memberships.
- Secured high value opportunity win rates of 75%, including 6% growth in new business, as CEO and IT Consulting Director.
- Delivered extensive financial performance analysis for my own private LLC for funding, accounts, audits, projections, and planning, resulting in a net year-over-year growth averaging 48% to 50%.
- In 18 months, turned around a failing, litigated social media driven, public health situational awareness system enhancements contract, achieving a 93% success rating, and celebrated an average rate of 87% engagement with 90% commitment.
- Championed several global systems development teams to deliver 5 contracts for 3 national clients over a period of 12 years with a rate of 96% on time and on-budget.
- Orchestrated strong and consequential people skills, established, and maintained numerous decades long, multi-generational, personal and mentor relationships maintaining an average rate of 92% of employees and 58% customer retention.
- Reduced change resistance by an estimated average of 21% through mentoring, coaching, training, and strategic communications campaigns spanning 8 clients, 60 business units averaging an audience of 153 staff per business unit.
- As Founder, Co-Founder and/or CEO served as signatory authority to certify the truthfulness and accuracy of a quarterly financial statements and effectiveness of internal controls in accordance with local, state, and federal regulations.
- Championed the planning and delivery of numerous sales and marketing campaigns, including strategic communications and key performance indicators across 5 organizations and 12 markets, enhancing both customer loyalty and revenue by 12%.
- Drove growth in organizational change management (OCM) executive advisory services, with several recalls, enhancing customer loyalty by 38%.
- Delivered a wide variety of waterfall, Agile, and Hybrid Enterprise Resource Planning (ERP) projects, averaging EVM for SPI/CPI of 1.02 to 0.98 over 30 years.
- Delivered organizational agility by increased change capability and capacity an average of 40%, across 8 organizations with an average increase in adoption and sustainable utilization of 35%.

Skills

Federal and State Legitimization | Operating Agreement and Corporate Governance | Culture Definition and Promotion | Organizational Development | Board of Governors Development | Office Charters and Position Definitions | Data, Systems, and Technology Infrastructure Oversight | Governance, Risk and Compliance (GRC) | Mergers, Acquisitions, and Divestments | Funding Research and Development | Service and Product Development | Operational Strategy and Execution | Communication Campaigns | Contracts Management | Project Management | Business Systems Analysis | Business Process Management | Marketing Strategy and Promotions | Service Management | Financial Performance, Services, Budgeting, and Reporting.

Professional Experience

Chief Executive Officer (CEO)

05/24 to Current

NuMaxim L.L.C. – Crossville TN, Auburn GA

Function(s): Strategist, Culturalist, Organizational Development, Operations, Information Systems, Finance, Marketing and Product Development

Client(s): Fromal Sweat Equity CEO posit ion in establishing a legitimate international organization as its inaugural CEO and Board of Governors Member

- Delivered Federal and State Legitimization and formal Operating Agreement
- Spearheaded Corporate Governance, Culture Definition and Promotion
- Implemented Organizational Design, Board of Governors, Office Charters and Position Definitions
- Spearheaded Data, Systems, and Technology Infrastructure
- Directed Governance, Risk and Compliance (GRC)
- Piloted Funding Research and Development
- Partnered in Service and Product Development
- Executed Operation and Marketing Strategies
- Delivered Financial Performance Strategy, Budgeting, and Reporting
- Contributed to Website, Social Media, and Digital Resources

Sabbatical

09/23 to Current

Auburn GA

- I took a sabbatical to serve as principal care giver for both my wife and daughter during their times of sever health challenges.
- During this time, I invested heavily in personal and professional reading, study, Scrum Fundamentals Certification (SFC), volunteer ministries and sweat equity efforts in establishing a legitimate international organization as its inaugural CEO and Board of Governors Member.

Founder and Chief Executive (Retired)

06/81 to 6/23

CWSymons L.L.C. – Atlanta GA

Function(s): Strategy Organizational Change, Operations, Information Systems

Client(s): Private personal business of one affording contracting flexibility and negotiation as needed.

- Spearheaded several publishable startup Visions, Operating Agreements, Cultural Definitions, and Organizational Designs, over 20 years, for emerging small businesses and non-profits.
- Delivered numerous start-up marketing strategies and materials, including vision articulation and elevator speeches, product overviews and presentations.
- Headed the foundation of fundamental financial accountability and transparency, including start-up financial directives and profitability plans, budgets, general ledger, and accountability reporting, including cashflows, balance sheets, quarterly and annual profit and Loss statements.
- Partnered in the initiation of start-up boards, both of directors and governors, from functional design to fulfilment of key memberships.
- Delivered IT systems services, across many industries and clients, focused on SDLC (EPLC), DevOps, Office of Management and Budget (OMB)/Capital Planning and Investment Controls (CPIC), ITIL and ITSM.
- Orchestrated numerous full 360 IT system change management programs, including EPLC and OMB/CPIC Compliance.
- Authored substantial client IT system documentation, including end user guides, systems operational guides and compliance artifacts.
- Engineered and executed numerous formal client customized PROSCI centric change management plans.
- Delivered numerous communications campaigns, including content creation and curation for a wide range of management levels and consumers.

Change Management Specialist

12/22 to 09/23

Hite Consulting Inc. Atlanta GA

Function(s): Organizational Change Management

Client(s): Centers for disease Control and Prevention

- Engineered comprehensive preliminary change management strategies and practices, allowing for extensive flexibility, bringing order to chaos across diverse environments, driving advanced positioning for greater change adoption and sustainable utilization.
- Championed agency teams, as one of many subject matter experts, to address system data modernization requirements, operational key objectives, key performance indicators and related dashboards, including status and metrics.
- Partnered with senior center and divisional leadership in identifying stakeholders, change characteristics and attributes for enterprise change.
- Oversaw divisional branch leadership in assessing change impacts, change readiness, and identifying areas of potential resistance.
- Revitalized essential center and divisional dashboards, utilizing status and metrics from which to focus upon emerging impacts and reinforcement activities.

Founder and Chief Executive

09/22 to 12/22

CWSymons L.L.C. – Atlanta GA

Function(s): Strategy, Operations, Information Systems

Client(s): Private personal business of one affording contracting flexibility and negotiation as needed.

- I took advantage of the downtime between contracts to plan for 2023 as well as reconciling and reporting 2022 annual financial performance.

Senior Business Analyst

02/21 to 09/22

Austin and Associates – Atlanta GA

Function(s): Information Systems, Operations, Organizational Change

Client(s): Guidehouse, Centers for Disease Control and Prevention

- Delivered federal grants management operational research, organizational development, and concept of operations subject matter expertise.
- Delivered extensive multiple year research and discovery of federal grants activities and results by unique agency with the federal Government.
- Delivered executive analysis, and summary reports including comparisons and expert observations by and across federal agencies.
- Contributed to extensive research and overarching analysis of trends in federal grants management operations highlighting operational impacts.

Professional Experience

Senior Project Manager

11/21 to 05/22

vSecureLabs – Atlanta GA

Function(s): Organizational Change, Information Systems

Client(s): Tata Consulting (TCS)/American Energy Power (AEP) – Atlanta GA

- Delivered extensive OCM support, Information Systems subject matter expertise and divestiture support, achieving strong team performance.
- Championed client operational teams assisting in understanding of and applying mitigations for organizational change management.
- Implemented PROSCI centric change management stages and activities, awareness to celebration, including resistance management.
- Headed key efforts in stakeholder management, change impact analysis and resistance mitigation, including communications and training plans.
- Facilitated first level line leadership in understanding and managing organizational change management metrics and status level reporting.

Founder and Chief Executive

06/21 to 11/21

CWSymons L.L.C. – Atlanta GA,

Function(s): Strategy, Operations, Information Systems

Client(s): Private personal business of one affording contracting flexibility and negotiation as needed.

- I took advantage of downtime between contracts to strategically assess long term market plan performance for adjustments and networking as well as 2021 year-end financial analysis and reporting.

Senior Project Manager

01/20 to 6/21

iD5 Technologies – Atlanta GA

Function(s): Information Systems, Operations, Organizational Change

Client(s): Leidos - Centers for Disease Control and Prevention – Atlanta GA

- In 18 months, the effort turned around a challenged social media driven, situational, public health awareness system enhancements, including COVID-19, obtained a 93% success rating, and celebrating an average rate of 87% engagement with 90% commitment.
- Executed for ERP OCM, program and project leadership, planning, delegation, and execution through assessments, strategic communication, coaching, mentoring, artifacts, and deliverables, consistently exceeding 98% of client expectations, including EPLC and OMB/CPIC compliance.
- Optimized operational practices with stated business objectives, achieving an operational excellence rating of 82%, including COVID Surge Support.
- Headed key efforts in stakeholder management, change impact analysis and resistance mitigation, including communications and training plans.
- Facilitated first level line leadership in understanding and managing organizational change management metrics and status level reporting.

Founder and Chief Executive

08/19 to 01/20

CWSymons L.L.C. – Atlanta GA

Function(s): Strategy, Operations, Information Systems

Client(s): Private personal business of one affording contracting flexibility and negotiation as needed.

- I took advantage of downtime between contracts to revitalize marketing materials, networking and process 2019 year-end financial analysis and reporting.

Senior Business Analyst

02/19 to 08/19

Chenega Government Consulting – Atlanta GA

Function(s): Information Systems, Operations

Client(s): Centers for Disease Control and Prevention – Atlanta GA

- Attained 100% compliance with assigned federal information resource reporting, governance, policies, procedures, and data calls.
- Partnered with center division branch staff in compliance efforts with IT Technology Business management (TBM) reporting.
- Championed annual IT systems OMB/CPIC activities including annual investment selection processes.
- Delivered divisional IT systems EPLC and OMB/CPIC compliance progress and achievements, tracking and reporting.
- Facilitated annual IT System investment selection processes, including enhancements definitions, funding requirements and return on investment.

Founder and Chief Executive

09/18 to 02/19

CWSymons L.L.C. – Atlanta GA

Function(s): Strategy, Operations, Information Systems

Client(s): Private personal business of one affording contracting flexibility and negotiation as needed.

- I took advantage of the downtime between contracts to strategically assess long term market plan performance for adjustments and networking as well as process 2018 year-end financial analysis and reporting.

Professional Experience

Senior Business Analyst

10/17 to 09/18

Chenega Professional and Technical Services – Atlanta GA

Function(s): Organizational Change, Information Systems

Client(s): Centers for Disease Control and Prevention – Atlanta GA

- Delivered holistic PROSCI, Kotter and McKinsey methodologies, artifacts, and deliverables to mature OCM strategies, including readiness and progress assessments, IBS and PMI compliance, resulting in an on-time schedule at 60% of budget, achieving an average of 80% of objectives and 85% of intended outcomes before lack of continued federal funding terminated the project.
- Attained 100% governance compliance for artifacts, deliverables, and updates, in support of a major federal shared service investment, including EPLC and OMB/CPIC Compliance.
- Championed OCM planning discussions focused on proposed change analysis, impacts, stakeholders, change sponsors, and potential resistance, including mitigation.
- Partnered with client staff on the analysis and implementation of PROSCI organizational change management stages and activities.
- Delivered senior executive coaching and sponsorship roadmaps to enhance organizational change success probabilities, including adoption, utilization and sustainability.

Managing Director

07/14 to 9/17

Acquisition Workforce Inc. – Atlanta GA

Function(s): Information Systems, Operations, Organizational Change

Client(s): Centers for Disease Control and Prevention

- Boosted account stability and business growth by 28% through service quality assurance, active and visible leadership participation.
- Delivered holistic structured methodologies, artifacts, and deliverables to mature OCM strategies, IBS and PMI compliance, resulting in 7 on schedule/on budget projects, achieving an average of 92% of objectives and 98% intended outcomes.
- Delivered OCM program leadership, planning, delegation, and execution through formal artifacts and deliverables, exceeding client expectations.
- optimized operational resources and practices with stated business objectives, achieving an operational excellence rating of 98%.
- Secured federal authorization to operate for 5 systems and 4 major federal investments, across 6 organizations, including EPLC and OMB/CPIC Compliance.
- Partnered with Acquisition Workforce staff on performance and delivery support executing continuous improvement.

Pro-Bono Consultant

12/13 to 12/15

Organizational Change Alliance – Atlanta GA

Function(s): Operations, Organizational-Change

Clients(s): Organizational Change Alliance

- Facilitated Program Support – Meeting Preparation and Facilitation
- Drove Membership Services – Annual Growth and New Value Streams
- Championed Opportunity Seekers – Provided Special Interest Group Leadership
- Delivered Community Service – Pro Bono Organizational Change Management Consulting
- Facilitated Personal Development – Monthly Meetings Featuring Industry Experts

Senior Principal Consultant

09/12 to 12/13

NTT Data Americas – Bloomington IL

Function(s): Organizational Change, Information Systems

Client(s): State Farm Insurance – Bloomington, IL

- Delivered organizational agility through reduced change resistance an estimated 40% by execution of strategic communications and campaigns for 1 client, covering 47 business units and an audience of with wide acceptance.
- Implemented an organizational change enterprise readiness SharePoint Service, becoming the enterprise readiness model at the end of 3 months, including standard operating procedures and job aids.
- Delivered PROSCI/ADKAR methodologies, formal artifacts, and deliverables to mature ERP OCM Strategies, resulting in 9 on schedule/on budget projects, achieving an average of 87% of objectives and 90% intended outcome, before overall contract transition to new vendor.
- Implemented an inaugural enterprise level OCM Community of Practice and functionally transitioned to client.

Principal Consultant

10/11 to 09/12

Infosys Limited - USA – Atlanta GA, Phoenix, AZ, Irvine CA, Weehawken NJ

Function(s): Information Systems, Operations, Organizational Change

Client(s): American Express, Capital Group, United Bank of Switzerland

- Delivered Organizational agility through artifacts and deliverables including resistance management and mitigation,
- Delivered organizational proposals supported by cost benefit analysis and key performance indicators for 2 clients, adopted and adapted in client strategic planning, including SOPs, job aids and informal individual coaching.
- Enhanced operational excellence through non-production environment management, governance operations, and business process engineering using proprietary frameworks for 2 clients.
- Implemented 2 operational agreements, SLAs and DUAs: technical and non-technical for 1 client with both remaining the ERP standard following continuous service improvement.
- Delivered a Service Program Management Office proposal for 1 enterprise client within 30 days leading to strategic client reassessments.
- Optimized operational practices with stated business objectives, achieving an operational excellence rating of 92%.

Professional Experience

Lockheed Martin – Atlanta GA

Function(s): Information Systems, Operations, Organizational Change

Clients: Centers for Disease Control and Prevention

- Delivered organizational agility through formal artifacts, contract deliverables, resistance management and mitigation, and organizational proposals supported by cost benefit analysis, OKRs, and KPIs, including OBM/CPIC and EPLC Compliance
- Drove corporate and client adoption and adaptation of deliverables into strategic planning standards along with pervasive SOPs and Job Aids.
- Delivered operational excellence through a strategic multi-functional technical team and services, covering ERP program and project management, business and systems analysis, web services, application support services, employee performance and financial performance for 1 client.
- Spearheaded strategic ERP communications and campaigns for 1 client, covering 5 business units and an audience of 1200. Applied holistic structured methodologies, artifacts, and deliverables to mature OCM strategies, IIBS and PMI compliance, resulting in 7 on schedule/on budget projects, achieving an average of 92% of objectives and 98% intended outcomes.
- Delivered ERP OCM, program and project leadership, planning, delegation, and execution through assessments, communication, coaching, mentoring, artifacts, and deliverables exceeding client expectations.
- Secured 100% governance compliance for major 2 federal investments, iSupport, and HP Suite; SM, QC, and PPM, having produced a high volume of quality artifacts, deliverables, and annual reports, including 4 operational agreements, SLAs and DUAs; technical and non-technical, for 3 clients satisfying governance of federal certification and accreditation, obtaining authorization and continuing authorization to operate, including EPLC and OMB/CPIC Compliance.
- Optimized operational resources and practices with stated business objectives, achieving an operational excellence rating of 95%.

Help Desk Lead/Manager

05/04 to 04/08

Women of the World (WOW) Corporation – Atlanta GA

Business Computer Applications, Inc (BCA) – Atlanta, GA

Function(s): Information Systems, Operations, Organizational Change

Clients: Centers for Disease Control and Prevention

Additional Professional Experience Upon Request

Certifications

Federal Emergency Management Administration, National Incident Management System (NIMS) Level 2 – 99/99/2009

PROSCI/ADKAR, Organizational Change Management (OCM) – 01/99/2013

Scrum Fundamentals (SFC) – 04/05/2024.

Education

Associate of Arts Degree in General Studies with an emphasis in Data Processing, Phoenix College - 1982