

JOHN P. STINNETT

PROGRAM MANAGEMENT

EDUCATION

CONTINUOUS IMPROVEMENT

Program Management

Process Improvement

Training & Facilitation

Curriculum Development

Customer Experience

Corporate & Site Strategy

Executive Communication

Outsourcing Globalization

QUALIFICATIONS

Over twenty years of business success with major focus on **program management and process improvement**. Strengths include: Establishing project management best practices, and developing curriculum and facilitating training to **improve leadership skills**.

Expertise in Program Management, **Learning and Development**, Organizational Change Management, and Coaching.

Capabilities in: **Project and program management, improving customer experience**, training and speaking

Industry experience includes **financial services operations, retail, government, and distribution services**.

PROFESSIONAL EXPERIENCE

EXECUTIVE DIRECTOR, JPMorgan Chase, Columbus Ohio (2005 – Present)
Head of Home Lending PMO leading Strategic programs Customer Service

- Leading the Home Lending Customer Operations Transformation Program to integrate the Customer Service organizations including all HR and Operational functions. Program is projected to save 5MM through consolidation and efficiency gains
- Led creation of Chase Innovation Academy to develop CCB Executives digital & tech fluency in Automation & Robotics, Machine Learning, Cloud Computing and Big Data
- Led strategic engagement with the Postal Savings Bank of China and executing the Strategic Cooperation Agreement for Learning support in 2018
- Curriculum developer and lead facilitator for Agile Business Readiness, Product Owner, Business/IT Project Management and Program Professional (P2) training programs
- Led firm-wide HR Onboarding roadmap redesigning the new hire experience for employees joining the firm
- Led the cross Organization roadmap for the CCB Finance team to redesign the reporting systems for the Consumer and Community Banking organization impacting over 150,000 employees
- Led successful revamp of Loan Officer Training in the Military Mortgage Program Delivered Military Loan Officer training to over 1,000 mortgage loan officers in 90 days to certify them to work with Military customers
- Led program to standardize roles, grades, and compensation for more than 20,000 Service Center employees globally
- Managed up to 400 employees in four domestic sites (Columbus OH, Dallas TX, Florence SC and Long Island NY), as well as one international location in Manila, Philippines
- Led project to transition 500 jobs from the US to Manila, Philippines resulting in \$5MM savings and increased operational resiliency

PRINCIPAL CONSULTANT, Sogeti Inc., Columbus Ohio (2003 – 2005)

Provided project management consulting services/support to Chase during Bank One merger impacting 20,000 associates in 10 locations.

- Saved over \$1 million annually through efficiency gains
- Liaised between business teams and IT groups to create functional specs for four projects
- Mentored eight project managers and business analysts

EDUCATION**DOCTORATE, INFORMATION MANAGEMENT**

Research Focus: Professional Development of Project Managers
Syracuse University – Syracuse, NY

MASTERS OF BUSINESS ADMINISTRATION

Franklin University – Columbus, OH

BACHELOR OF ARTS

Ohio State University – Columbus, OH

PROFESSIONAL CERTIFICATION**PROJECT MANAGEMENT PROFESSIONAL (PMP) CERTIFICATION**

Project Management Institute – Columbus, OH

AGILE CERTIFIED PRACTITIONER (PMI-ACP) CERTIFICATION

Project Management Institute – Columbus, OH

ADDITIONAL EXPERIENCES**LIEUTENANT COLONEL, RETIRED**

U.S. Army

- Command responsibilities include leading, training, personal welfare, and all operational management including the morale, welfare, and discipline of over 1000 soldiers.
- United States Army Command and General Staff College - Graduate

PROFESSOR, ADJUNCT FACULTY (2004–present)

Multiple Universities – Syracuse, Dayton, and Ashland Masters Programs

- Graduate Level Teaching:
 - Leadership, Strategy, and Stakeholder Management
 - Management Principles for Information Professionals
 - Organizational Systems Perspectives Theory and Practice
 - Foundations of Project Management, Increasing Organizational Capacity in Project Management, Advanced Topics for Project Managers
 - Strategic Management and Global Finance (International MBA – Poland and Oman)
 - Organizational Behavior and Design Programs