

**CHRISTOPHER L. FERNANDEZ**  
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**OBJECTIVE:**

To help organizations instill skilled flexibility – a capability needed to respond effectively to the unfamiliar challenges brought about by rising uncertainty.

**SKILLS AND COMPETENCIES:**

Teamwork and Collaboration, Competency Development, Change Management, Analytical and Whole Systems Thinking.

**EDUCATION:**

**CASE WESTERN RESERVE UNIVERSITY, CLEVELAND, OHIO**

Ph.D. Organizational Behavior

**GEORGE WILLIAMS COLLEGE, DOWNERS GROVE, ILLINOIS**

MBA. Organizational Behavior

**CHITTAGONG UNIVERSITY, CHITTAGONG, BANGLADESH**

MS. Physics

**CERTIFICATIONS:**

Change Management (Prosci™), Balanced Scorecard (Balanced Scorecard Institute), Quality Management System (Juran Institute), New Product Introduction (AT&T Learning Center).

**WORK EXPERIENCE:**

**GLOBAL DIRECTOR - ORGANIZATIONAL EFFECTIVENESS, LEARNING AND CHANGE, MAGNETROL INTERNATIONAL INC., AURORA, ILLINOIS (JANUARY 2009-JUNE 2021)**

**Collaboration and Teamwork:**

- Implemented collaboration and teamwork initiatives successfully across global location, aligned with vision, mission, and collaborative values.
- Delivered enhanced skills and abilities to solve complex challenges brought about by uncertainty applying a hands-on learning-by-doing model.
- Established credibility and gained confidence of senior leadership as a high impact trainer, organizational development, and change consultant.

**Competency Development:**

- Proposed, gained C-level support, and implemented the global leadership and management development institute to enhance competency.
- Networked with Human Resources and other functions across business units to identify needs, design and develop video and print content, and deliver skills-based training for application.
- Successfully delivered chosen skills and abilities to all leadership and management in face-to-face, online, and hybrid settings.

**Change Management:**

- Consulted on design and implementation of strategic large and medium scale initiatives, e.g., Collaboration initiatives, Associate Engagement and Culture Alignment at global and in-country level.
- Applied Prosci™ methodology to address the people side of change through each stage of the change process to achieve change success.
- Prepared Change Champion and Change Sponsors across levels on how to skillfully perform their role in the midst of change so the change is adopted, utilized and sustained.

**Culture Alignment:**

- Conducted yearly global culture assessments, feedback, and dialogue for action plans towards culture alignment. Supported custom feedback/sessions and action plans to promote alignment.
- Consulted and facilitated C-suite seminars and sessions to define company vision and values, strategic initiatives, and defined a best fit culture for business success.
- Organized townhall meetings and used other communication vehicles to keep all associates abreast on events and stories that promote and reinforce a collaborative culture.

**Analytical Skills and Open Systems Thinking:**

- Applied both quantitative and qualitative methodologies to access best available information to surface and articulate assumptions and risks, and make informed decisions.
- Applied data-driven analysis coupled with open system thinking to address business and people challenges, kept decision-makers informed of interdependent systems and implications.
- Applied observation skills and curiosity to help explore beyond the obvious and discover novel approaches.

**PRODUCT MANAGER, LUCENT TECHNOLOGIES, NAPERVILLE, ILLINOIS (1991-2008)**

- Conducted business analysis, product roadmap, and coordinated development through deployment of two large new telecom product platforms interfacing across functional units.

**ORGANIZATION DEVELOPMENT SPECIALIST, AT&T, LISLE, ILLINOIS (1985-1990)**

- Implemented employee engagement survey, feedback, and action. Also provided management development training, and facilitated overcoming resistance to change.

**ADJUNCT FACULTY, BENEDICTINE UNIVERSITY, LISLE, ILLINOIS (1986- PRESENT)**

- Teach Graduate level courses in Organizational Behavior and Organizational Development.

**VOLUNTEER EXPERIENCES (1970- PRESENT)**

- International Red Cross, United Nations Development Programs, YMCA, St. Vincent De Paul, currently offer Pro Bono OD Consulting with not-for-profit community service agencies

**HOBBIES:**

- Golf, Swim, Yoga, Walk, Read