

**CHRISTOPHER L. FERNANDEZ**

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**OBJECTIVE:**

To help organizations build capacity for responsiveness to change by embodying flexibility backed with enhanced skills.

**SKILLS AND COMPETENCIES:**

Consulting and Facilitation, Change Management, Culture Alignment, Skills Development, Instilling Responsiveness.

**EDUCATION:**

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

Ph.D. Organizational Behavior, 1988

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

MBA. Organizational Behavior

**CERTIFICATIONS:**

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

**WORK EXPERIENCE:**

**MINDFUL OD PRACTICE, INC., (AUGUST 2022-PRESENT)**

**Independent Consultant:**

- Change and Responsiveness
- Strategy implementation
- People skills development
- **Executive Coaching**

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

**Consulting and Facilitation:**

- Refreshed and implemented company Vision, Mission, Values, and Purpose, engaging company executives and front-line managers across global locations.
- Successfully transitioned the company from a top-down driven culture to a culture of collaboration that embodied responsiveness to change.
- Opened channels of communication across levels that nurtured and reinforced a culture of collaboration.
- Established credibility among senior leadership as a high impact organizational development and change consultant.

**Change Management:**

- Successfully applied Prosci™ Methods working within the executive change team to implement Strategic Initiatives using the Four Disciplines of Execution.
- Applied a blended approach using Organization Development, Skills Development, and Change Management to roll out a Global ERP change initiative.
- Prepared Change Champion and Sponsors to attend to the people side of change and achieved success.

**Culture Alignment:**

- Achieved a 100% improvement in employee engagement and satisfaction index scores over a period of 5 years at company global locations by bringing people-oriented values to life.
- Conducted yearly global culture assessments, feedback, and dialogue for action towards culture alignment.
- Partnered with HR to integrate culture behavior assessment feedback with company performance management system to help leverage culture adoption.

**Skills Development:**

- Designed and implemented a Leadership and Management Development Institute and refreshed the curriculum to promote skills and capabilities aligned with company Vision, Mission, Values, and Purpose.
- Identified skill needs, curated and delivered content developed in-house and by 3<sup>rd</sup> party.
- Successfully delivered people-skills and capabilities to 100% of company leaders, managers, and lead-persons at global locations, with emphasis on skills practice and skills application.

**Analytical Skills:**

- 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, making decision-makers aware of interdependent systems and implications of actions.

**OTHER EXPERIENCES****Lucent Technology and AT&T:**

- Product Manager - New Product Introduction from Concept through Deployment.
- Organizational Development Specialist – Managerial Skills Development and Culture Alignment

**Benedictine University, Lisle, Illinois:**

- Adjunct Faculty – Taught Graduate Level Organizational Development Courses from 1986-2022.

**Volunteer Experiences:**

- Present – Board member, two not-for-profit service organizations
- Present – Offer Pro Bono OD Consultation with not-for-profit service agencies in the Community.
- Past – Volunteered with International Red Cross, United Nations Development Programs, YMCA, St. Vincent De Paul

**HOBBIES:**

- Golf, Swim, Yoga, Walk, Read