

JOHN P. STINNETT, PMP & PMI-ACP

QUALIFICATIONS

- Extensive business success with major focus on **program management and process improvement, strategically aligned to meet business requirements.**
- Expertise in Program Management, **Team and Leadership Development**, Organizational Change Management, Curriculum Design and Facilitation.
- Broad industry experience includes **financial services operations, technology, retail, and government.**
- Professional Certifications: **Project Management Professional and Agile Certified Practitioner**

PROFESSIONAL EXPERIENCE

EXECUTIVE DIRECTOR, JPMorgan Chase, Columbus Ohio (2005 – Present)

CCB Agile Risk and Controls – Current Role

- Leading the development and implementation of Agile Control strategies for firmwide and CCB Agile Control Program and Roadmap for over 1500 product team and 100 products across CCB
- Leading the CCB Agility Transformation Program for technology related strategic initiatives aligned to the new Agile Product Architecture
- Partnering with Product, Technology, and Experience leadership to drive a proactive risk and control culture across more than 17,000 employees

CCB Home Lending

- Lead Program and Project Managers in support of Home Lending Servicing Products: Customer Experience, Employee Experience, Customer Interaction, and Servicing Efficiency
- Leading the Community Engagement Program to foster Community Building through the Community and Business Development Branch network and partnering with Learning for Servicing Education for Empowerment for more than 2,000 Home Lending Advisors
- Led the Home Lending Customer Operations Transformation Program to integrate the Customer Service organizations including HR and Operational functions impacting more than 3,000 employees
- 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
- 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 savings and increased operational resiliency

CCB Learning and Development

- Led creation of Chase Innovation Academy to develop CCB Executives digital & techfluency 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

CCB Business Engineering

- 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 program to standardize roles, grades, and compensation for more than 20,000 Service Center employees globally

EDUCATION

DOCTORATE, INFORMATION MANAGEMENT

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

MASTER 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

PROFESSOR, ADJUNCT FACULTY

Graduate Level teaching in Strategic Leadership and Project Management