

# CHRISTOPHER KIEL

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Greater New York City Area  
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## PROJECT MANAGER | HUMAN RESOURCE SPECIALIST

Transformational leader with demonstrated experience providing operations and project management support in results-driven, highly adaptive environments. Leverages experience in change management and analytical reasoning to lead 100+ employees using both traditional and agile methodologies. Holds MBA with Project Management Concentration. Core competencies include:

Leadership Modeling | Sales Management | Store Management | Visual Merchandising | Inventory Management | Customer Experience | Recruiting | Inventory Control | Performance Management | Account Management | Critical Thinking | Sales Operations | Project Management | Strategy Change Management | Root Cause Analysis | Continual Personal Improvement | Forecasting

## EXPERIENCE

### BOSE CORPORATION

November 2005 – March 2021

#### Project Manager, Sales Manager, Leadership Trainer

Introduced and led employees through new initiatives and global transformations specializing in Dr. John Kotter's 8-Step Process for Change Management (HBS) & ADKAR Change Management models.

- Determined the data analytics which enabled the creation of business driving strategies.
- Analyze and determine root cause issues of deficient business drivers and customer escalations.
- Managed negotiations between business units, contractors and vendors to ensure profitable business transactions for the location.
- Determined the training direction for 100 employees including how to develop individual employee's opportunities while leveraging their strengths through the Situational Leadership Model.
- Drove continuous improvement with employees through year-round and annual performance improvement processes.
- Developed content for and delivering group conference calls once per month along with follow-up 1:1 conferences using the Teams business tool.
- Launched a new communication and collaboration tool (Teams) broadband within a super-tight time constraint (weeks) and established new governance for controlling and monitoring after launch.
- Experience forecasting using regression model analytics.

### iMEDIA NY d.b.a. HEALTHYLINE

March 2021 – June 2021

#### Project Manager (Contractor)

Provide infrastructure and manage operational projects for a retail location build from the ground up.

- Hire and onboard of new staff.
- Develop sales engagement strategies, operations guidelines, HR guidelines, COVID-19 protocols, and safe work practices to create a safe and engaging work environment.
- Develop visual merchandising guidelines.
- Identify business to business (B2B) and global emerging markets strategies.
- Create data analytics baseline to utilize for operational reporting.

**THE CHILDREN'S HOUSE MONTESSORI SCHOOL**

June 2017 – Present

**Treasurer, Board of Trustees**

Serve as the Treasurer of the Board of Trustees serves to provide the Montessori school with financial planning and direction for both short and long-term goals.

- Audit finances and assess financial health monthly; build monthly reports for review of the Board.
- Build yearly financial health reports for annual auditing.

**FIRST PRESBYTERIAN CHURCH OF VERONA**

March 2021 – Present

**Human Resources Director**

- Create contingent resource job postings and work orders, communicating with external vendors and internal leadership.
- Create funding requests to support the onboarding of resources.
- Develop and direct the strategy for the gathering, tracking, and onboarding of resources.
- Oversee all performance management tool development and processes.

**ADDITIONAL RELEVANT EXPERIENCE | SPECIAL PROJECTS****THE CHILDREN'S HOUSE****Project Manager**

Project: Create the first contingency fund for the organization.

- Benchmarked three companies to partner with to deliver results over time.
- Focused on cybersecurity of information and risk mitigation.
- Used a traditional methodology to provide monitoring far into the future.
- Developed an initial push of \$250k.

**iMEDIA NY d.b.a. HEALTHYLINE****Project Manager**

Project: Brought an existing online retail model to brick and mortar.

- Partnered with company President and C-Suite executives to successfully launch a retail store to a new market and build the business from the ground up.
- Managed all contractors and government regulators.
- Established new governance for controlling and monitoring after launch.

**FIRST PRESBYTERIAN CHURCH OF VERONA****Human Resources Consultant/Project Manager**

Project: Create new Personnel Policy Handbook and procedures and job descriptions for the organization.

- Develop the strategy and content for delivering a high-level HR database.
- Benchmark similar organizations with high-level, complete policy and procedures.
- Seek out and partner with legal to finalize policies.
- Schedule and roll-out new policies to the organization.

**EDUCATION**

**MASTERS OF BUSINESS ADMINISTRATION, Project Management Concentration**  
**Montclair State University**

**BACHELOR OF ARTS (BA) IN HISTORY, Pre-Law Minor**  
**Montclair State University**