

# Joe Jobscan

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## EXPERIENCE

**NetWorks, Seattle, WA**

**April 2019– July 2019**

**Vice President, CEO Chief of Staff**

Recruited by new CEO after significant turnover of Board and leadership team to lead the company through a period of tremendous opportunity and evolution in the mobility industry.

- Revamped CEO communications strategy to improve quality and authenticity of messages.
- Implemented streamlined processes and routines for Executive Committee meetings.
- Introduced operational planning principles for Board of Director deliverables and meetings to improve Executive Committee alignment.
- Developed processes to improve organization and communication among the Executive Committee support staff.
- Created employee recognition program resulting in improved employee engagement and morale.

**America's Insurance, Tacoma, WA**

**January 2003 – March 2019**

**Assistant Vice President / Executive Director, Chief of Staff, July 2014 – March 2019**

Led the operational support team for the Chief Operating Officer (COO) with full accountability for \$28B in revenue and over \$4.5B in profits.

- Directed and provided oversight of day-to-day operations, Board of Director deliverables and strategic planning.
- Led a high-performing team that created and delivered all aspects of the COO's operational initiatives and employee engagement program.
- Facilitated and oversaw all communication to Board of Directors, Executive Council and key stakeholders.
- Implemented multi-channel employee communications strategy for the COO, improving understanding of business goals and challenges.
- Collaborated and supported multiple highly sensitive and confidential organizational changes.
- Spearheaded the development and implementation of COO business scorecards resulting in greater transparency and alignment of business performance.
- Created and implemented a comprehensive employee recognition and engagement program.
- Produced deliverables for subsidiary Board of Director reports, orientations, presentations, training and action items.
- Facilitated large scale, multi-channel meetings for executives resulting in improved communication and understanding of top company priorities.
- Led and coordinated quarterly town halls and ad hoc meetings for the COO and Executive Council with a focus on creating two-way conversations with employees.

**Operations and Planning Director, February 2012 – July 2014**

Delivered leadership, direction and oversight for day-to-day operations, Mutual Fund Board of Director deliverables and strategic planning for the President of the company.

- Defined and set objectives and content for messages to be communicated on behalf to the President, including evaluating relevance of messages for intended audience, consistency, quality and accuracy.
- Established an internal employee feedback group to create a two-way communication channel for top leaders and employees.
- Provided communications support for all Board meetings, strategic and operational planning conferences, town halls, regional office visits and critical business meetings.

**Communications Director, February 2007 – February 2012**

Spearheaded numerous communications initiatives including large multi-channel campaigns and projects.

- Created the content strategy and led the production for live webinars with investment portfolio managers and financial planners.

- Established standards and guidelines for operational e-mail and led the transition of operational mail to email, reducing cost significantly.
- Coordinated and produced the CEO e-mail communications promoting annual report to members and collaborated with marketing on special product offers.

## **EDUCATION**

**Bellevue University, Bellevue, NE** September 2002-December 2006

Bachelor of Business Administration (BBA) in Business & Marketing