

# Christopher Denver

christopherdenver@gmail.com | 917-215-8954 | linkedin.com/in/christopherdenver/ | Brooklyn, NY

Project Manager | Operations Management & Leadership | Stage Manager

## PROFESSIONAL EXPERIENCE

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### Institute for Integrative Nutrition | New York, NY

March 2020 – November 2022

#### Project Manager

- Delivered on-time revision of flagship Health Coach Training Program, the largest single project in company history
- Delivered project on-budget, with \$6+ million internal and external spend; implemented Harvest time tracking platform
- Scheduled, tracked progress, and reported on cross-functional content and asset creation: 41 modules, 400+ pages, 450+ videos, 200+ PDFs, and additional design and marketing assets (plus full Spanish translation/build of all content)
- Implemented use of Smartsheet and Jira to manage, track, and report on 5,000+ tickets and 2,500+ rows in project schedule
- Project Managed new/revised courses: Whole-Person Health; Detox Your Life; Coaching Intensive Practicum; Gut Health Course
- Facilitated cross-functional partnership, communication, process development/refinement, and retrospectives with teams: Education, Video Production, Design, Marketing, Technology, Finance, Student Success, Legal, HR
- Co-facilitated LGBTQIA+ DEI employee resource group

### Freelance Theater Professional | New York, NY & Beyond

February 2018 – Present

#### Stage Manager; Production Manager; Performer

January 2002 – Present

- 50+ productions: opera, musicals, plays, events; intimate to large-scale; classics to world premieres; solo performer to cast of hundreds
- Manager of cross-functional communication between cast, artistic, creative, and production teams
- Lead and facilitate an emotionally and physically safe environment with the tools and resources where creators can do their best work
- Visit [christopherdenver.com](http://christopherdenver.com) for full theatrical resume

### Success Academy Charter Schools | New York, NY

March 2017 – February 2018

#### Associate Director of Operations

- Associate Director for 19 of 46 schools serving 15,000+ kids throughout Brooklyn, Manhattan, Queens, and The Bronx, including founding AD for Hudson Yards Elementary and Middle Schools
- Traveled daily to schools to assess schools' operational metrics, and design action plans to perfect systems and workflows
- Coached Business Operations Managers and Principals to improve the quality of learning and increase efficiencies in systems, resulting in all schools meeting the 90% benchmark for Quality of Excellent Operations review
- Demonstrated a broad knowledge in: Performance & Analytics; School Events & Scholar Talent; Training & Development; Renovations; Facilities; Sourcing & Logistics; and School Safety

### Barnes & Noble, Inc. | New York, NY

August 2000 – March 2017

#### Senior Manager, Store Operations & Analytics

December 2010 – March 2017

- Supported 650+ stores and 35,000 employees by leading and coaching a team of 5 operations specialists, systems specialists, and workforce analysts; and indirectly leading a team of 5 communications specialists
- Wrote and managed ongoing development of Integrated Store Operations (ISO), our holistic operating model, and store SOPs
- Led cross-functional teams (Merchants, Creative, IT, Learning & Development, HR, Finance, Real Estate, Legal) and facilitated store partnership through store visits and user working groups
- Owner and approver of store systems IT project prioritization, design, and pilot/implementation for 5-10 releases per year
- Increased sales by \$30 million in one year by leading the implementation and training of capacity management and scheduling software
- Launched NOOK eReader in 2009 and multiple hardware/software launches per year; wrote sales/support training documentation
- 2007 – 2010: *Store Workload Coordinator* | New York, NY
- 2004 – 2007: *Assistant Store Manager* | Denver, CO and New York, NY
- 2000 – 2004: *Music Seller, Lead Bookseller, Head Cashier, Department Manager* | Boulder, CO

## EDUCATION

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### University of Colorado, Boulder

Bachelor of Music, Voice Performance