

Mark R. Kennedy

North Haven CT | Open to relocation | (203) 747-9352 | Kennedymark306@gmail.com

Professional Summary

Operations, transformation, and organizational change leader with experience owning organizational performance, process improvement, stakeholder alignment, training, and technology adoption across complex decentralized environments. Brings a behavioral science foundation, business training, and hands-on leadership experience translating ambiguity into measurable operational outcomes.

- ❖ **Change Leadership & AI Adoption:** Drives technology adoption and organizational change through stakeholder engagement, targeted communications, training, and resistance management.
- ❖ **Operational Execution & Transformation:** Owns cross-functional initiatives from problem identification through implementation, with experience in revenue growth, restructuring, process standardization, and performance improvement.
- ❖ **Organizational Effectiveness:** Applies I/O psychology, ADKAR-informed change principles, and business analysis to improve workflows, leadership alignment, and execution consistency.

Professional Experience

Connecticut Yankee Council, Milford, CT *Feb. 2023 – Sept. 2026*
Operations & Change Manager | District Executive

Led regional operations, stakeholder engagement, training, communications, and AI-enabled change initiatives across a decentralized portfolio spanning 16 municipalities and 70+ program units.

- ❖ Led council-wide AI enablement, building custom GPTs for communications, data analysis, and CFO audit preparation; reduced processing of 2,000+ contact records from an estimated 3 days to approximately 2 hours; trained 13 staff and transferred recurring workflows to staff ownership through practical guides, role-based coaching, and peer-led instruction.
- ❖ Led the operational rebuild of an annual fundraiser with full P&L ownership, leading 4 functional teams and coordinating 18+ external partners; negotiated partner support, expanded revenue initiatives, and revised event logistics, increasing revenue 9.7% to \$24.1K and net surplus 7.1% to \$14.4K despite 26% higher venue costs.
- ❖ Originated a new council revenue opportunity by identifying a seasonal fundraising gap, distributing a cross-district needs assessment to 1,400 recipients, and translating 107 responses into a formal leadership proposal for first-aid-kit fundraising; the council launched a similar initiative 16 months later.
- ❖ Led integration of neighboring territory during district realignment, redesigning volunteer roles and coordination workflows, managing stakeholder resistance, and coaching two leadership successions; sustained program continuity through implementation and subsequent staffing gaps while assuming responsibility for 70+ program units in Quinnipiac.
- ❖ Designed a proposed town-wide school integration initiative targeting 20 schools and 1,000+ students, developing an operating model connecting students, schools, community organizations, and industry partners; built financial and enrollment models, assessed

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implementation feasibility, and developed a phased program strategy incorporating school-specific needs and career/trades pathways.

Wheeler Clinic, Manchester, CT..... Oct. 2019 – Feb. 2023 **Senior Counselor / Special Education Paraprofessional**

- ❖ Promoted into senior-level counselor role after demonstrating strength in behavioral intervention, stakeholder coordination, and high-need client support.
- ❖ Coordinated across clinicians, APRNs, educators, and support teams to align care plans and support consistent execution in high-variability environments.
- ❖ Applied structured behavior-change methods and individualized interventions to improve engagement, support de-escalation, and strengthen outcomes, contributing to a 70% post-discharge success rate.

Skills & Methodologies

- ❖ **Change Management:** ADKAR-informed change principles, stakeholder analysis/readiness, adoption and communications planning, resistance management.
- ❖ **Training & Adoption:** AI literacy, training materials, coaching, behavior-change methods, quick-reference guides, training process audits, onboarding redesign.
- ❖ **Project & Operations:** Continuous improvement, workflow redesign, process standardization, KPI tracking, cross-functional execution, P&L ownership.
- ❖ **Enterprise Technology & AI:** Microsoft 365 (Excel, PowerPoint, Outlook, Word, Teams), custom GPT development, AI workflow design and adoption, survey design, data analysis.

Education

University of Hartford, West Hartford, CT

M.S. in Industrial/Organizational Psychology (MSOP)Graduated Jan. 2025

- ❖ **Applied Consulting Project – Greater Hartford YMCA:** Audited employee onboarding and training workflows across Dayforce and CollaborNation; developed virtual onboarding resources and process recommendations to improve consistency, new-hire readiness, and training completion.
- ❖ **Capstone Project – Organizational Strategy & Feasibility Assessment:** Evaluated an existing school integration initiative using SWOT, financial feasibility, and stakeholder analyses; developed a formal assessment with recommendations to improve program design, organizational alignment, and implementation.

Master of Business Administration (MBA) In progress, Expected Dec. 2027

B.A. in General Psychology..... Graduated May 2018

Professional Development

- ❖ **Certified Associate in Project Management (CAPM)** – Coursework in progress

Volunteer & Extracurricular Involvement

- ❖ **Eagle Scout, Boy Scouts of America (2012)**