



James C Johnson

National Director, Project YES!
North Carolina State University

512 Brickhaven Drive, Ste 210
Campus Box 7606
Raleigh, North Carolina US 27695-7606
United States

james_johnson@ncsu.edu

Project YES!: <http://militaryfamilies.extension.org/yes-intern-program/>
LinkedIn: <http://www.linkedin.com/in/jcjohnson5/>
Program Overview: http://youtu.be/AbixjAt1f_8



w: 919-513-3165
m: 757-327-6522
f: 919-515-3483

Project YES!

Click [PROJECT YES!](#) to learn more about our innovative program

Summary

Accomplished, versatile, and results-driven executive offering solid history of leading education and professional development institutions, human resources functions, and information technology initiatives. Approachable, insightful leader with proven record of accurately assessing individual strengths and weaknesses, and placing personnel in positions that maximize potential while minimizing weaknesses. Recognized for effectively facilitating change, identifying problems and recommending viable solutions, and presenting clearly summarized reports to senior executives. Proven communicator and relationship builder experienced in successful interactions with foreign dignitaries, senior government and civilian leaders, community organizations, and general public.

Professional skills:

- Executive Leadership
- Program Development & Management
- Succession Planning
- Strategic Planning
- Budget Development & Control
- Career Counseling/Mentoring
- Project Management
- Talent & Organizational Development
- Recruitment & Staffing

Work History

North Carolina State University

Raleigh, NC, United States

Aug 2010 - Present

National Director, Project Youth Extension Services (YES!)

Provides executive leadership, direction, and coordination of all activities related to Project Youth Extension Service, a multi-million dollar Department of Defense/United States Department of Agriculture collegiate youth development program. Leads the creation, and drives the consistent application of, procedures and standards for communication, implementation and reporting across all career counseling, mentoring, and projects throughout the program. Manages collaborative business partner relationships to include staff, external partners, evaluation teams as well as all military liaisons, program/project managers, and senior leaders. Responsible for the development and execution of leadership education, training, curriculum development, outreach,

national marketing campaigns, and program management. Oversees logistics and implementation of multiple national events and conferences and national recruitment process. Develops and implements program activities for all internal staff, partners, collaborators, evaluation teams and national clients. Develops and implements a national marketing and recruitment strategy ensuring the most qualified candidates are identified and thoroughly vetted prior to selection.

Key Achievements:

- In the first full year of operation, led the team to share in the NC State University award of the 2012 President's Higher Education Community Service Honor Roll, the highest federal recognition a college or university can receive for its commitment to community service.
- Created national marketing plan and established a deep client base resulting in the need to expand the program staff by 60% in order to meet initial program requests and an expansive waiting list.
- Implemented a comprehensive strategic marketing and recruitment plan encompassing a national array of public and private universities and colleges. Result--Applications doubled in less than one year.
- Identified crucial client concerns by developing and conducting a comprehensive needs assessment survey. Resulting program garnered a 97% "top two box" program satisfaction rating.
- Provided personalized career and higher education counseling to program interns resulting in successful transitions to continue into graduate school or to transition into the workforce.

Fidelity Investments

Marlborough, MA & Durham, NC, United States

Dec 2006 - Aug 2010

Regional Director, Investment Education

Led 12 person, regionally dispersed team of investment consultants providing classroom education and personal retirement investment educational consulting. Designed, measured and reported critical performance measures. Developed process improvement initiatives improving regional and national operating efficiencies. Change agent for highly fluid financial environment, including curriculum development and delivery, multi-department project management, cross-functional problem solving, and strategic development.

Key Achievements:

- Designed collection, reporting and measurement procedures for client lead generation tracking system resulting in over \$98M of new assets over a two-year period.
- Developed comprehensive departmental compliance regulatory guide. Within first year, received "best seen in 5 years" corporate compliance inspection.
- Led a cross-functional team and developed client one-on-one counseling guidelines. Ensured all regulatory, compliance and educational requirements were fully developed and field-tested prior to seamless integration into consulting procedures.
- Designed department-level consultant workshop observation/feedback system providing comprehensive evaluation of critical education and consulting skills and FINRA security regulation requirements.

United States Air Force

Langley AFB, VA & Bagram Airfield, Afghanistan

2004 - 2006

Sr. Executive Director/Command Chief Master Sergeant

Served as senior advisor to commanding general officer on all HR issues including training, utilization, career progress, morale, and welfare of combined 6,500 personnel located at Langley AFB, Virginia and Bagram Airfield, Afghanistan. Developed strategic map of leadership growth and succession planning by instituting professional development courses and locally developed leadership training.

Key Achievements:

- Increased Top Performer program participation 150% by revamping program to focus on excellence, facilitating joint service involvement, and integrating executive sponsorship for recipients.
- Completed 100% drug testing in 3 days through flawless coordination of organization's first Demand Drug Reduction program in history.
- Decreased personnel orientation time by 75% through critical orientation curriculum revision.
- Established successful rotation plan by improving reporting processes, hand-picking key enlisted leaders for future rotations, and personally revising promotion verification process and policy.

Hampton (HQ ACC, Langley AFB), VA

2004 - 2004

EXECUTIVE DIRECTOR / CHIEF – HQ ACC ENLISTED PROFESSIONAL MILITARY EDUCATION

Planned, implemented, and evaluated educational programs, policies, and procedures for 15 nationwide leadership schools and professional development centers. Provided administration and policy structure for 3000 courses educating 82000+ students. Developed and administered \$1M annual budget.

Key Achievements:

- Unified 15 locations into centralized site of shared knowledge, streamlined information dissemination, and accelerated policy implementation by instituting interactive Community of Practice website.
- Enabled new flight chiefs to immediately resolve mission critical issues by revamping Flight Chief Orientation and Development Course to include policy/workshop format that reinforced both theoretical instruction and practical application.
- Streamlined daily operations and clearly defined procedures by directing initiative to rewrite, redefine, and revise Leadership School policy and procedure guide.

San Angelo (Goodfellow AFB), TX

2002 - 2004

EXECUTIVE DIRECTOR / COMMANDANT – GOODFELLOW NCO ACADEMY

Directed all facets of operations including policy/procedure implementations, faculty/staff oversight, and a combined \$2.5M operating and maintenance budget for mid-level leadership academy instructing 490 students per year. Recruited, interviewed, and hired educational staff. Developed academy instructors professional and personal development plans.

Key Achievements:

- Developed tri-level manpower forecast to prepare for mandated reduction in instructor staff through shortfall forecasting and formulation of pre-emptive corrective actions.
- Reduced instructor qualification times by 45% through comprehensive redesign of training development program.
- Designed unique three-tiered training plan ; accommodated 60% staff reduction with impacting academy or students; decreased instructor orientation time by 25%.
- Developed and negotiated implementation of policy revising Master Instructor certification requirements throughout all Air Force professional military education areas.

Multiple Locations

1998 - 2002

HR DIRECTOR / CONSULTANT / FIRST SERGEANT

Advised unit commanders on training, education, morale, welfare, discipline, and utilization of 6,000 personnel at four locations; the Pentagon, United Arab Emirates, McGuire AFB, NJ, and Bolling AFB, Wash DC. Managed staff performance, administered recognition programs and disciplinary actions, provided mentoring, career counseling, and leadership development for all enlisted personnel

Key Achievements:

- Designed/implemented aggressive 30-day base relocation requirement by liaising with key U.S. and Qatar government officials; relocation from Qatari airport to permanent base now serves as Southwest Asia hub.
- Improved personnel morale and living conditions in United Arab Emirates through design, negotiation, and implementation of \$1M living quarters and recreational facility upgrade.
- Selected as one of three senior Air Force leaders and key member of Department of Defense Task Force on Domestic Violence to develop and distribute DOD's first domestic violence curricula.
- Boosted unit morale and improved functional abilities at all organizational levels by leading "21 Irrefutable Laws of Leadership" seminars.

Pentagon, VA

1996 - 1998

DEPUTY SUPERINTENDENT – OFFICE OF SECRETARY OF DEFENSE COMMUNICATIONS / SUPERINTENDENT – EXECUTIVE TRAVEL COMMUNICATION CENTER

Led elite group of 30 handpicked communications specialists to execute command and control communications for the Secretary of Defense, Deputy Secretary of Defense, their emissaries and staff. Managed \$3M Executive Travel Communications Center providing communications focal point to the President of the United States, National Military Advisor, and National Security Council.

Key Achievements:

- Elevated service to nation's senior DOD leaders while reducing staff training time 50%
- Reorganized executive communication team; realigned personnel based on experience and mission requirements, clearly defined position responsibilities, instituted performance incentives, and streamlined customer service.
- Reduced reporting errors by 50%, increased shift productivity and efficiency by 25%, and ensured senior executives received advanced notification of communication problems by revamping entire critical outage reporting systems.
- Saved 10 to 15 days per month in manpower requirements without mission impact through exceptional planning and organization of all Executive Travel Communications task force activities.

San Angelo (Goodfellow AFB), TX

DIRECTOR/COMMANDANT AIRMAN LEADERSHIP SCHOOL

Managed all resources including \$50K annual budget and manpower for Goodfellow (Texas) Airman Leadership School providing entry-level leadership training to 112 students per year. Facilitated Total Quality Management (TQM) instruction encompassing methods, metrics, measurement, and process improvement. Provided oversight, direction, and professional development opportunities for school instructors.

Key Achievements:

- Designed and instituted Quality Program including Goodfellow's first quality student forum to achieve 100% awareness trained with 25% trained in 75 days, Excellent rating, and #2 ranking on base.
- Generated 25% increase in active participation in Community College of the Air Force degree programs through initiation of program to evaluate CCAF credits and progress in conjunction with ALS.
- Increased participation in Junior ROTC Summer Encampment program 290% by revamping and refining program to include more diverse instructional topics and securing involvement of two additional high schools.
- Promoted from Program Manager directing Junior Reserve Office Training Corps summer training and Air Force Inspector General administrative support team.

Education

Capella University

Minneapolis, MN, United States

Mar 2012 - Present

EdD, ABD, Educational Leadership and Management

Our Lady of the Lake University

San Antonio, TX, United States

1996 - 1998

Master of Business Administration (MBA)

University of Maryland, University College

College Park, MD, United States

1986 - 1989

Bachelor of Science, Technical Management

Villanova University

Philadelphia, PA, United States

2005 - 2005

Master Certificate, Human Resource Development

Certifications

Master Instructor (US Air Force, Air University)

Occupational Instructor (US Air Force, Air University)

Security Clearances

Current Clearance

Secret

Issued

Highest Clearance Ever Held

Top Secret/SCI

Issued ,
SSBI

Conference Presentations

Jury Selected Presentations and Posters

Association of Leadership Educators. July 2012. Key West, Florida.

- "Building a youth development model through critical reflection and 360-degree evaluation."
(Poster Presentation)

Southern Region 4-H Biennial Conference, March, 2012. Jekyll Island, GA.

- "Project Youth Extension Service - A Youth Development Model"

National Extension Association of Family and Consumer Sciences (NEAFCS) Conference, September 2012. Columbus, Ohio.

- "Building a youth development model through critical reflection and 360-degree evaluation"

Department of Defense & United States Department of Agriculture Family Resilience Conference, April, 2011, Chicago, Illinois. (Showcase and poster presentation)

- "Project YES!: Building capacity through youth and professional development internships"

Invited Presentations

Military Extension Partnership - Lead Institutions Meeting, January, 2014, Arlington, VA.

- "Impact and Forecast of Project Youth Extension Service"

US Navy Ombudsman National Training Conference. August 2012. St. Louis, MO.

- "Building a youth development model through critical reflection and 360-degree evaluation"

Operation Military Kids National Conference. February 2012. Phoenix, AZ.

- "Project Youth Extension Service - A Youth Development Model"

US Army National Guard Bureau Child and Youth Services Professional National Training Symposium, April 2012. Atlanta, GA.

- "Project Youth Extension Service - A Youth Development Model"

4-H State Military Liaison Conference. February 2011. Albuquerque, NM.

- "Project Youth Extension Service - A Youth Development Model"
-

Professional/Board Affiliations

2011 Board Member- Human Capital Executive Research

2011 Madison Who's Who of Executives and Professionals

Former Board of Director – Langley Federal Credit Union, Newport News, Virginia

Former Board of Director – VOYCE Child Mentoring, San Angelo, Texas

PINNACLE National Honor Society

Professional Development and Licenses

U.S. Military Education:

- Senior Non-commissioned Officer Academy
- Non-commissioned Officer Academy
- Non-commissioned Officer Leadership School
- Non-commissioned Officer Preparatory Course
- USAF First Sergeant Academy
- Academic Instructor School

Senior Leadership Development Programs

- Center for Creative Leadership
- Gettysburg Leadership Experience

Consultative Selling Skills

Certified Facilitator – Steven Covey 7 Habits of Highly Effective People; Total Quality Management

Previously Held: NASD (FINRA) Security Licenses: 6, 7, 24, 26, 63, 65

This next-generation resume was created using VisualCV





BIOGRAPHY



1st Fighter Wing
159 Sweeney Blvd, Ste 200
Langley AFB, VA 23665-2291
DSN 575-0400/Comm 757-225-0400

COMMAND CHIEF MASTER SERGEANT (Retired) **JAMES C. JOHNSON**

Chief Master Sergeant James C. (JC) Johnson retired from active duty as the Command Chief Master Sergeant, 1st Fighter Wing, Langley Air Force Base, Virginia. He advised the commander on matters influencing the health, welfare, morale and effective utilization of 5500 enlisted members. He served as the commander's representative to numerous committees, councils, and boards.

Chief Johnson enlisted in the Air Force in February, 1982. Throughout his career he held a myriad of leadership roles at squadron, group, wing, direct reporting unit, and headquarters levels spanning the Communications Operations, Professional Military Education and First Sergeant Career fields.



EDUCATION

- 1983 USAF Supervisors Course, Ankara Air Station, Turkey
- 1986 PACAF Noncommissioned Officer Leadership School, Kadena Air Base, Japan
- 1988 Bachelor of Science Degree, Technical Management, University of Maryland
- 1989 ESC Noncommissioned Officer Academy, Goodfellow AFB, TX
- 1992 USAF Academic Instructor School, Maxwell AFB, AL
- 1994 AETC Master Instructor Badge Certification
- 1994 Occupational Instruction Certification
- 1996 Master of Business Administration, Our Lady of the Lake University, San Antonio, TX
- 1998 USAF First Sergeant Academy, Maxwell AFB, AL
- 1999 USAF Senior Noncommissioned Officer Academy, Maxwell AFB, AL
- 2004 Master Certificate, Human Resource Development, Villanova University
- 2005 USAF Senior Leadership Development Program, Center for Creative Leadership, San Diego, CA
- 2006 USAF Senior Leadership Development Program, Gettysburg Leadership Experience, Gettysburg, PA
- 2006 Expeditionary Mission Support Senior Leaders Course, Air Mobility Warfare Center, Ft. Dix, NJ

ASSIGNMENTS

1. Jun 1982-Jun 1984, Telecommunications Operations Specialist, Det 3, 2006 Communications Group, Ankara Air Station, Turkey
2. Jun 1984-Feb 1986, Mobile Communications Center Operator, 5th Combat Information Systems Group, Robins AFB, GA
3. Feb 1986-Jun 1989, NCOIC, Traffic Analysis and Communication Security Accountant, 1962d Communications Group, Kadena AB, Japan
4. Jun 1989-May 1991, Chief, DSSCS Communication Center and Assistant Chief, Customer Service Center, 2081st Communication Squadron, Goodfellow AFB, TX
5. May 1991-Jan 1992, Chief, Wing Protocol and Administration, Goodfellow Technical Training Center, Goodfellow AFB, TX

6. Jan 1992-Apr 1996, Commandant, Airman Leadership School, 17th Mission Support Squadron, Goodfellow AFB, TX
7. Apr 1996-Aug 1998, Superintendent, Executive Travel Communication Center and Deputy Superintendent, Office of the Secretary of Defense Executive Travel Team, Air Force Pentagon Communication Agency, Pentagon
8. Aug 1998-Mar 2000, First Sergeant, 11th Security Forces Squadron, Bolling AFB, DC
9. Mar 2000-Jul 2000, First Sergeant, 11th Mission Support Squadron, Operating Location-Pentagon, Pentagon, Washington DC
10. Jul 2000-Jun 2001, First Sergeant, 763d Expeditionary Air Refueling Squadron, Al Dhafra Air Base, United Arab Emirates
11. Jun 2001-Jul 2002, First Sergeant, 605th Aircraft Generation Squadron, McGuire AFB, NJ (Deployed 1st Sgt, 60th Air Expeditionary Group, Al Udeid, Qatar)
12. Jul 2002 – Jun 2004, Commandant, Goodfellow Noncommissioned Officer Academy, Goodfellow AFB, TX
13. Jun 2004 – Dec 2004, Chief, ACC Enlisted PME/Force Development, Langley AFB, VA
14. Dec 2004 – Oct 2005, Command Chief Master Sergeant, 455th Air Expeditionary Wing, Bagram Air Field, Afghanistan
15. Oct 2005 – Dec, 2006, Command Chief Master Sergeant, 1st Fighter Wing, Langley AFB, VA

MAJOR AWARDS AND DECORATIONS

Bronze Star

Meritorious Service Medal with six oak leaf clusters

Air Force Commendation Medal with two oak leaf clusters

Air Force Achievement Medal with one oak leaf cluster

Meritorious Unit Award with one oak leaf cluster

Air Force Outstanding Unit Award with Valor with six oak leaf clusters

Air Force Organizational Excellence Award with bronze oak leaf cluster

National Defense Service Medal with one service star

Military Outstanding Volunteer Service Medal with two bronze star devices

Armed Forces Expeditionary Medal

Air Force Expeditionary Service Medal with combat border

Global War on Terrorism Medals- Expeditionary and Service

1986 & 1987 – PACAF Outstanding Communication Operator of the Year

1987 – Pacific Communication Division NCO of the Year

1989 – STEP promotion to Technical Sergeant

1994 & 1995 – AETC ALS Commandant of the Year

1995 – Goodfellow Air Force Base NCO of the Year

1995 – STEP promotion to Master Sergeant

1999 – 11th Wing, Bolling AFB DC Lance P. Sijan Leadership Award

1999 – 11th Wing, Bolling AFB DC First Sergeant of the Year

2000 – HQ 11th Wing First Sergeant of the Year

CONTINGENCIES

Operation POKER BUFF, Honduras (1985)

Operation SOUTHERN WATCH, United Arab Emirates (2000-2001)

Operation ENDURING FREEDOM, Qatar (2001) and Afghanistan (2004-2005)

EFFECTIVE DATES OF PROMOTION

| | | | |
|--------------------|----------|------------------------|----------|
| Staff Sergeant | Nov 1985 | Senior Master Sergeant | Mar 1999 |
| Technical Sergeant | Nov 1989 | Chief Master Sergeant | Oct 2002 |
| Master Sergeant | Dec 1995 | | |