

JOHN A. KING

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CLIENT CHANGE AND TRANSFORMATION LEADER

Develop People, Capabilities, Processes, & Systems to Deliver Maximum Customer Value

Executive with proven impact leading enterprise-wide strategic change with a focus on customer needs. Special expertise in using Agile/Lean Management Systems to drive customer value. Experience includes product management, operations, strategy and planning, technology and tool development, innovation, and finance. Collaborative and innovative designer and problem solver with ability to influence and work with all levels of the organization.

Areas of Expertise

Design and Customer Value | Strategic Planning | Program and Project Management | Culture Change | Leadership & Development | Lean Management | Lean Startup & Agile | Scorecards & Metrics

PROFESSIONAL EXPERIENCE

SPECIAL CIRCUMSTANCES PARTNERS, Chicago, IL

2018 - present

Managing Partner

Founder and leader of management consulting client development and project delivery for multiple opportunities and teams, including business strategy development, operations performance improvement, sales effectiveness, and new venture planning. Sectors served included financial services, healthcare, real estate, software, and travel and transportation.

- Led integration of three locations into national physician services provider RCM department in 90 days with no service or financial disruptions; continued on to define critical solution to CMS regulatory compliance and designed and implemented end-to-end RCM performance improvement program which captured over \$60 million in revenue and reduced A/R days by 50%. Continued on to redesign Provider Enrollment processes, which eliminated providers billing prior to enrollment and reduced time to enrollment by 66%.
- Developed reorganization plan for global real estate investment firm, including enterprise responsibilities and accountabilities, committee charters and staffing, and planning for migration to “One Firm” staffing and operating model.
- Collected best practices in real estate portfolio management and customized to client needs to create an investment committee/portfolio management framework and processes that met investor and client return and performance objectives.
- Designed strategy and business system for sourcing and managing over \$500M per year of real estate co-investment capital, including pricing, terms and conditions, and deal economics.
- Repositioned operations and service segmentations strategy in global events management firm and found additional \$5M in run-rate savings from additional capacity, accelerated recovery of billing errors, and improved pricing accuracy.

TD AMERITRADE, INC., Chicago, IL

2013 - 2018

Director of Operations, Strategy, and Lean

Led cross-location delivery team of 6 full-time associates and 3 - 4 associates rotated in from business roles for 6-month terms. Oversaw development and deployment of multiple annual strategic plans for operations (\$600M total budget), including development of cascading scorecards to track business performance for individual teams, new business and opportunity identification and development, and building infrastructure for generating and nurturing innovative ideas.

- Designed, implemented, and sustained Lean Service Operations program (“The Better Way”), increasing operational efficiency, allowing onshoring of all processing tasks, reducing annual turnaround times by 10-30%, and providing footer\$30-35M in annual increased operational capacity.
 - The Better Way is integrated improvement effort whose scope includes technology, processes, people, and culture spanning multiple locations.
- Extended operations work into integrated business / technology Agile strategy based on human-centric design, client value drivers, and Lean startup thinking, increasing number of technology releases from 4-6 to 60-70 per year and improving quality and value delivery to clients.
- Implemented cascading planning and scorecard process utilizing Hoshin Kanri techniques, improving employee engagement and eliminating unplanned project work.

AON CORPORATION / PLC, Chicago, IL

2007 - 2013

Vice President, Strategy

Managed international team of 5 full-time associates and 1 - 2 consulting teams from McKinsey or BCG. Oversaw distribution management (implemented value-based sales model and supporting systems), technology (led implementation of company-wide Salesforce.com rollout), and merger due diligence and integration.

- Executed projects across wide range of functions, including revenue management, reducing shared service costs and revenue leakage / unplanned rebates by 30%, increasing operating efficiency and improving operating performance.
- Reduced post-merger combined annual costs by over \$100M through real estate and vendor consolidation and staff redundancy and using Salesforce-based revenue and pipeline management techniques, minimizing revenue leakage.

MCKINSEY AND COMPANY, INC., Palo Alto, CA / San Francisco, CA / Chicago, IL

2000 - 2007

Associate Principal

Member of Business Technology Office (BTO) and North American financial services practice. Managed multiple teams of 3-8 McKinsey consultants and 6-12 client staff. Served leading financial services, technology, and other sector firms on strategic projects, including IT strategy; Lean service operations; M&A due diligence; post-merger management; joint venture development; supply chain optimization; culture and organization change; cost reduction; and growth strategy.

ADDITIONAL RELEVANT EXPERIENCE

THOUGHTWORKS, INC., Director of Technology

ON-LINE INNOVATIONS, INC., Director of Technology

QUANTRA, INC., Systems Architect

FRM REALTY, INC, Financial Analyst

EDUCATION

- **Master of Business Administration (MBA)**, Concentrations in Analytic Finance, Econometrics and Statistics, and International Business, Booth School of Business, University of Chicago, Chicago, IL
 - Dean's List in 7 of 10 quarters
- **Bachelor of Science (BS)**, Mathematics and Philosophy, Bates College, Lewiston, ME

COMMUNITY INVOLVEMENT

- Oistrach Symphony Orchestra, Chicago, IL, 2010 - Present
 - Chairman of Board (2011-2014), Treasurer and Chairman of Fundraising Committee (2010 - 2011)
- Illinois Girls Lacrosse Association, Winnetka, IL, 2011 - 2013
 - Coach and Location Director
- Lakeshore Lacrosse, Winnetka, IL, 2013 – 2018
 - Team Parent for 2018 graduation year `1team, nationally ranked club
- Lacrosse Referee, Chicago, IL, footer, 2017 - Present
 - Referee for youth, high school, and adult lacrosse games

HOBBIES

Enjoys cooking, reading, running, strategy games, and yoga