**Steven L. Jordan Sr., BA, BSW, M.Div., Ph.D., Ed.D.** Killen, TX, 76542, US • (803) 467-6948

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# Strategic Management Leader & Advisor

***Award-winning leader with an accomplished background in fostering future-focused concepts and best practices across a wide range of public and private sector applications.***

Strategic-thinker with career excellence in fostering performance-driven organizational culture armed with a talented workforce and state-of-the-art resources. Championed several strategic leadership, administration, academic, coaching, consultancy, and advisory roles with a stellar track record of meeting core objectives encompassing revenue, cost, quality, performance, timeliness, workforce development, and compliance benchmarks. Articulate communicator and trusted advisor; recognized for joining hands with executive leadership, stakeholders, and clients to drive new initiatives, devise robust strategies, and craft bespoke solutions as per key requirements. Equipped with business acumen and financial acuity with success in leading multi-faceted programs, nurturing operational excellence, and offering growth-oriented training & development to meet long-term objectives. Instrumental in sourcing lucrative business development/contractual opportunities to diversify income streams, boost sales, and expand growth. Well-versed in establishing and maintaining durable relationships with clients and stakeholders to meet mutual benefits.

## Areas of Expertise

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| --- | --- | --- | --- |
| * Strategic Planning & Leadership
* Project/Program Management
* Change Management
* Talent Acquisition/Development
* HR/Workforce Management
 | * Business Development
* Financial & Budgeting Management
* Client & Stakeholder Engagement
* Consulting & Advisory Services
* Learning & Development
 |  | * Contracts Management
* Operations Management
* Coaching & Mentoring
* Team Development & Leadership
* Relationship Building
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|    | **Recent Career Experience**  |    |  |
| **President/CEO,** Dr. J Enterprises, LLC., Houston, TX, Metro Area |  | **2019 – Present**  |

Deliver agile solutions to federal and state government entities in addition to facilitating commercial private-sector clients in the areas of healthcare, training and education, AV support, facilities, logistics, IT, cybersecurity, and automation. Design robust strategies that emphasize long-term company goals and core values to boost sales, increase efficiency, and stimulate cross-selling opportunities. Offer strategic leadership, coaching, and personal development across a wide range of both public and private sector applications as an executive coach and principal consultant. Act as the executive-level problem solver, change manager, closer, and negotiator, leveraging a wealth of industry experience and expertise to meet defined objectives.

***Key Contributions:***

* Empowered clients and entities by leveraging expertise developed in the areas of HR development, operations, business development, project management, learning & development, IT, automation technology, and facilities management.
* Championed collaborative efforts in conjunction with clients to embrace cutting-edge technological solutions that increased enterprise-wide efficiency and optimized lines of communication.
* Offered client-centric services by communicating articulately to determine core requirements and adapt strategies accordingly, ensuring adequate delivery of resources alongside knowledge, tools, and technologies to achieve set goals.

**Senior Principal Consultant,** VersaTech Inc., Columbia, MD **2020 – 2021**

Served as the Principal Consultant to VersaTech and offered expertise under the banner of Dr. J Enterprises, LLC. Planned and tailored robust strategies as well as delivered guidance in the areas of executive decision-making, strategic planning, operation, administration, training, education, and business development.

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**Program Management Director,** VersaTech Inc., Savage, MD **2018 – 2020**

Provided healthcare leadership and spearheaded programs/projects to meet long-term organizational goals. Managed the program in alignment with corporate financial objectives as well as provided strategic oversight for the business unit and portfolio management while implementing key policies and monitoring financial performance. Led full P&L responsibility in addition to undertaking employment/resource management and administering contracts. Implemented PMO processes and policies, supervised project staff, and ensured CMMI and PMI processes were followed in line with the corporate quality plan.

***Key Achievements:***

* Successfully sourced, secured, and capitalized on revenue-driven business development and contract opportunities in pursuit of achieving program success and generating repeat business.
* Planned, devised, and implemented strategic roadmaps by converting the VersaTech Healthcare requirements into sustainable plans to bolster operational effectiveness and increase profitability.
* Rolled-out future-focused strategic and tactical client programs/projects as well as created a holistic Healthcare strategy across both military and commercial platforms.
* Accomplished and realized multi-faceted project phases and activities within allocated time and budgetary constraints through continuous tracking of project milestones/deliverables along with comprehensive analysis of project results.

**Director of Healthcare Consultation,** VersaTech Inc., Savage, MD **2018 – 2019**

Conducted long-term planning and undertook direct ownership of scalable programs and projects to meet organizational goals. Ensured proactive coordination with strategic leadership, staff, and stakeholders to tailor robust business strategies that are consistent with market requirements and industry demands. Managed staff, enforced key policies, and ensured proactive involvement of all concerned parties throughout the project life cycle. Played an instrumental role in sourcing and accomplishing lucrative business development and contractual opportunities to expand growth and diversify income streams. Tracked all project milestones and deliverables, subsequently increasing efficiency and productivity across multi-faceted procedures.

***Key Achievements:***

* Built consensus in driving collaborative efforts by liaising articulately with project stakeholders on an ongoing basis, continuously managing project expectations with team members and other stakeholders.
* Championed acquisition & deployment by estimating resources and participants required to achieve defined goals. Presented budget proposals and recommended subsequent budget changes where necessary as well as negotiated with department managers for assigning required personnel from within the division/company.
* Fostered operational excellence by overseeing project development from inception to completion. Produced full-scale project plans and associated communications documents.

**Senior Project Manager - Regional Healthcare Leadership,** VersaTech Inc., Columbia, MD **2017 – 2018**

Directed 5-7 project managers and sub-contractors within the region responsible for the delivery of programs and projects. Strategically converted the Healthcare Regional Strategy into feasible plans and provided oversight for plans and teamwork assignments. Monitored multi-faceted activities, reviewed integrated project plans, communicated resource needs, ensured completion of quality reviews, hired personnel, and drove the resolution of issues as appropriate. Calibrated strategic direction of projects, ensuring that requirements for scope, timing, and budgets were met based on the needs of the business.

***Key Achievements:***

* Championed the development and execution of specific strategic and tactical client programs, projects, and deliverables to enhance customer satisfaction and drive value addition.
* Offered technical leadership to highly visible, sensitive and multi-faceted projects as well as acted a liaison, problem solver, facilitator, and mentor in addition to delivering high-quality and cost-effective project management, analytic support services and technical expertise for a broad array of issues.

**Senior Project Manager - Department of Defense Contract,** VersaTech Inc., Columbia, MD **2016 – 2018**

Served as the Department of Defense contractor for the Defense Health Agency, National Capital Region, Bethesda, MD. Conducted patient and stakeholder data collection, analysis, and action planning. Provided oversight for culture change and communication strategy projects.

***Key Achievements:***

* Planned and organized leadership conferences and workshops to define objectives that enhanced joint healthcare delivery mission effectiveness based on internal and external stakeholder requirements.
* Developed performance management and measurements to reduce service variations and to improve quality patient outcomes across the organization.

**Senior Consultant for Education, Training, Behavioral, Department of Defense,** VersaTech Inc. **2015 – 2018**

Offered best-in-class services as the Department of Defense contractor for the Defense Center of Excellence for Psychological Health and Traumatic Brain Injury (DCoE), Silver Spring, MD. Supervised staff and program managers, overseeing the quality and effectiveness of training and education curricula, instruction, assessment, analysis, evaluation, and specific research projects, and educational program development and implementation. Led management, control, coordination, and execution of assigned projects.

Coordinated with stakeholders to devise and adopt new and innovative pilot programs to meet emerging needs.

***Key Achievements:***

* Facilitated and enhanced processes and functions across a large organization responsible for training and developing joint Department of Defense (DoD) and Veteran Affairs (VA) programs for a worldwide audience.
* Served as Senior Consultant for Education, Training, Behavioral, and Psychological Health.

**Dean of Academic Affairs,** College of Art & Design, Argosy University, Santa Ana, California **2014 – 2015**

Spearheaded all academic programs, the Registrar’s Office, the library, advising, and academic support services. Led approx. 175 staff members, 1700 students, and an executive management team comprising ten employees. Undertook the overall administration, coordination, and development of instructional policies, programs, curriculum development, student persistence and completion, faculty development, personnel, and facilities, resulting in student success, increased enrollment, and higher graduation rates. Oversaw the development and operation of international education programs in compliance with applicable regulations. Monitored the financial performance and fiscal management of the Education Department, resulting in commendable audit ratings for exceptional performance.

***Key Achievements:***

* Increased enrollment, elevated graduation rates, and accomplished student success through effective direction, dexterity, and development of instructional policies, programs, curriculum development, faculty development, and facilities.
* Launched and managed growth-oriented international education programs while adhering to guidelines and procedures, successfully securing an A+ survey rating in dealing with all Student Affairs’ issues.
* Achieved commendable audit ratings for exceptional performance while overseeing financial performance and fiscal management of the Education Department.
* Maintained 100% compliance with federal and state regulations, which included regional and programmatic accreditation.
* Bolstered the ratings of the Academic Affairs Department to commendable ratings having previously received none.

**President & CEO,** Franchise Doctor & Strategic Consulting Group, Inc. **2003 – 2013**

Directed company operations and ensured production efficiency, quality, service, and cost-effective management of resources. Offered franchise consulting and brokerage services, successfully retaining and motivating qualified potential franchises. Performed a comprehensive review of activity reports and financial statements to determine progress and status in attaining defined objectives as per devised roadmaps. Planned, developed, and implemented strategies for generating resources and increasing revenues for the company. Consulted, coached, and supported emerging technology integrations at contact centers.

***Key Achievements:***

* Accredited with planning, developing, and implementing a strategic plan to advance the organization’s mission and objectives while stimulating revenue, profitability, and growth.
* Implemented growth-oriented marketing plans and participated in the community along with professional organizations to establish a broader local and regional presence of the organization.
* Leveraged design thinking in leading group dynamic processes and teams to facilitate timely technological development to produce quality products and seamless operations.

##  Recent Academic Experience

**Adjunct Professor,** Global University, Annandale, VA **2015 – 2017 Visiting Faculty,** Ashland Theological Seminary, Ashland, OH **2007 – 2016 Adjunct Faculty Dissertation Committee,** Capella University, Minneapolis, MN **2007 – 2014**

**Adjunct Faculty,** Argosy University, Pittsburgh, PA **2008 – 2013**

**Adjunct Faculty,** Strayer University, Alexandria, VA **2007 – 2011**   **Additional Administrative Experience**

Senior Executive Advisor, Military Chaplains School, Fort Jackson, SC

Training Manager, Fort Sam Houston, TX

Senior Administrator, Military Intelligence Department, Kunia, HI  **Online Instructor Training**

Blackboard Vista, Army Professional Education, 2008 eCollege, Ashford University, May 2007

Blackboard, Strayer University, June 2007 eCollege, Argosy University, February 2007

##  Education & Qualifications

**Ed. D**, Northcentral University, Prescott Valley, AZ

**Ph.D.**, Capella University, Human Services Minneapolis, MN

**M.Div.**, Pacific School of Religion Berkeley

**Certificate,** Golden Gate Theological Seminary

**B.A**, San Francisco State University, College of Social Work, San Francisco, CA

**B.A**, San Francisco State University, College of Liberal Studies, San Francisco, CA

##  Awards & Honors

Irving Strayer Award for Excellence - 2012.

Strayer University Award for Superb. Performance in Class Management – 2010

US Army Legion of Merit Award for Excellence for 28 Years of Service - 2008  **Professional Affiliations**

National Association of Distinguished Professionals International Franchise Association

 College of Chaplains (Association of Chaplains) & Military Chaplains’ Association & Clinical Pastoral Education Bereavement Services, RFS & Association of Professional Mediators College of Pastoral Supervision & Psychotherapy, Inc.

American Association of Sociology

American Association of Christian Counselors & International Conference of Police Chaplains