

Christopher Dunning

Professional Summary

Results-driven professional with extensive experience in financial services, contact center operations, and regulatory compliance. Proven track record of leadership, project management, and strategic planning. Advanced skills in digital communication, analytical thinking, and problem-solving in fast-paced environments.

Core Strengths and Achievements

- Championed and implemented Agile-driven process improvements, leading to an 81% reduction in call volume and generating over \$80,000 in annual savings, showcasing a strong ability to optimize operational efficiency.
- Proven track record in fostering team agility, adaptability, and continuous improvement.
- Demonstrated success in quickly adapting to changing priorities and delivering effective solutions under pressure.
- Highly skilled in a range of technical tools including AEM (Enet Contributor), SharePoint, Adobe Illustrator, Adobe Analytics, SQL, Power BI, Asana, Photoshop, and various Contact Center skills (Assist, Fraud, Credit Cards, and Account Services).
- Diplomatic and tactful interaction with staff, management, vendors, and members.
- Certified Scrum Master - ID001623031

Professional Experience - Navy Federal Credit Union: June 2013 – Present

Assistant Manager, Training & Development (REL)- : April 2025 – Present

Real Estate Lending

- Lead a team of four supervisors and a web developer overseeing multimedia designers, trainers, instructional designers, and a documentation specialist.
- Manage day-to-day operations and oversee systems-related strategic projects and initiatives aligned with departmental goals.
- Collaborate cross-functionally to evaluate, select, and implement new technologies and systems that enhance business processes.
- Direct the integration and improvement of product, system, and application development and technology.
- Maintain thorough knowledge of departmental functions, systems, and interrelationships to ensure alignment and operational efficiency.
- Drive initiatives that integrate strategy, technology, and user experience to support key business goals.
- Build capable teams and align learning strategies with business objectives through innovative training programs and operational excellence.

CCO Supervisor: March 2019 - April 2025

CCO Fraud & Digital: March 2019 – September 2020, CCO Account Services: September 2020 – 2025

- Awarded Exceptional Performance review 2023 & 2024
- Supervisor of the Quarter 2021, 2022, 2023, 2024, 2025
- Lead advocate – Responsible for promoting cross-departmental collaboration, increased engagement, and courageous communication amongst peers. (Account Services)
- Act as a single point of contact for all uncertainties in the contact center (Fraud & Digital Branch), aggressively pursue root cause of service failures; communicate regularly to the manager on duty.
- Drives positive work environment that challenges employees and promotes professional growth and development.
- Enet Team lead accountable for overseeing the re-branding of the Fraud & Digital merger.
- Assisted in various tasks, including Assist Line training, designing the branch website, and created standard operating procedures for peers and collaborating branches.