

Christopher Dunning

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Employee ID 41688



Professional Summary

Strategic operations and technology leader with 13+ years of experience driving process improvement, business intelligence, reporting, systems optimization, and cross-functional program delivery. Proven success leading large teams, implementing enterprise initiatives, and leveraging data to improve operational performance and business outcomes.

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.
- Developed executive-level Power BI dashboards and reporting solutions that improved visibility into project portfolios, operational performance, training effectiveness, business readiness, and strategic initiatives, enabling data-driven decision making across multiple business units.
- Proven track record in fostering team agility, adaptability, and continuous improvement.
- 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

- Directed a cross-functional organization of supervisors, trainers, instructional designers, multimedia specialists, documentation professionals, and web development resources supporting enterprise business objectives.
- Served as a strategic partner to leadership teams, providing operational insights, project governance, readiness planning, and business process expertise to support enterprise decision-making and execution.
- Manage day-to-day operations and oversee systems-related strategic projects and initiatives aligned with departmental goals.
- Implemented automated reporting and governance solutions using Power BI, SharePoint, and Asana to improve decision-making and operational transparency
- 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.
- Led strategic initiatives supporting REL-wide process improvement, technology enablement, and organizational change efforts.
- 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.

Additional leadership and management experience available upon request.