

MITCH CHUL SCHNEIDER

EDD, MAT, MBA, MIM

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PROFESSIONAL SUMMARY

A passionate educator with over two decades of diverse teaching experience in schools and universities, including roles as an elementary teacher, adjunct, and lecturer, I bring extensive expertise to the field. Holding advanced degrees in Emotional Intelligence, Instructional Design, Education, and Business underscores my commitment to lifelong learning and continuous growth. With a teaching philosophy centered on high expectations, individualized strategies, and a strong focus on social-emotional learning (SEL), I have actively led teams and organizations for 20 years, prioritizing engagement and impact. My enjoyment of pursuing ongoing research in the intersection of technology and emotional intelligence formation in 21st-century education has contributed to initiatives like EQ360 assessment. Drawing from my rich 20-year background in management consulting, project management, change management, social justice leadership, and high-tech startup entrepreneurship, I offer practical insights in the classroom. Now seeking an adjunct instructor position, I am eager to leverage my extensive experience, transformative leadership, and passion for educational innovation to contribute to an institution valuing holistic student development.

ACADEMIC INTERESTS

Business: Business Communication, Leadership and Management, Business Ethics, Digital Business Systems, and Strategic Management; Non-Profit Management and Entrepreneurship, Global Business Management

Psychology: Educational, Social, Motivational, Emotional Quotient (EQ), Ethics, Developmental, Learning, Research, Organization Development & Organizational Behavior (OD/OB), Social-Emotional Learning (SEL), Education Psychology of Technology

Education: Intro/ Orientation, Digital Learner, Community Engagement, Fundamentals of Elementary Education, Instructional Design & Technology (IDT), Personalized Learning, Gamification

NOTABLE SKILLS

Teaching Methodologies, Research Publications, Academic Advising, Student Engagement, Pedagogical Research, Higher Education, Online Teaching, Academic Research, Course Design, Mentorship, Critical Thinking, Leadership, Diverse Learning Strategies, Online & Blended Learning, Consulting Experience, Project Management, Lifelong Learner, Curriculum Development, Instructional Design, Subject Matter Expertise, Student-Centered Approach, Assessment And Evaluation, Adaptive Teaching Methods, Research And Scholarship, Advising, Collaboration And Teamwork, Professional Development, Communication Skills, Technology Integration, Teaching Philosophy, Learning Outcomes, Classroom Management, Academic Support, Active Learning, Continuing Education, Thought Leadership, Educational Technology Leveraging

TOOLS

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Forms, Teams), Google Suite, SaaS, SAP, PeopleSoft, Salesforce, Slack, Asana, Jira, Hubspot, Miro, Trello, SugarCRM, MS CRM, CXMap, Zapier, ChurnZero, Glint, SurveyMonkey, 360 Feedback, Eqi2, EQ360, MBTI, DISC, StrengthFinder, Enneagrams, LMS, LXP, Blackbaud, Canvas, Moodle

EDUCATION, TRAINING, & CERTIFICATION

Doctor of Education (EdD), Major in Educational Psychology and Technology, GPA 4.0 2022
Chicago School of Professional Psychology – Chicago, IL
Dissertation: Emotional Intelligence & Instructional Technology; Instructional Design

Master of Arts in Teaching (MAT), Focus: Elementary Education, GPA 4.0 2018
American College of Education – Indianapolis, IN

PMI's Project Management Professional Program Certificate 2010
The University of Illinois – Chicago, IL

Professional Non-Profit Management Certificate 2006
North Park University – Chicago, IL

Master of Business Administration (MBA), Focus: eBusiness and Intra/Entrepreneurism 2001
Case Western Reserve University, Weatherhead School of Management – Cleveland, OH

Masters in International Management (MIM), Focus: Int'l Management & Cross-Cultural Communication 2000
Thunderbird Graduate School – Phoenix, AZ

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Bachelor of Arts in Psychology (BA), Pre-Medicine, Minor in Business
Washington University – St. Louis, MO

1995

TEACHING EXPERIENCE

Adjunct Instructor	North Park University, Chicago, IL
Educational Presenter	TCS Education Systems, Chicago, IL
Teaching Assistant II, Guest Teaching Assistant, Guest Teacher	Chicago Public Schools
Teacher	SS. Faith, Hope, Charity School
Adjunct Lecturer	Truman College, City Colleges of Chicago
Lecturer	SBDC, DCEO & SBA
National Trainer	Infinium Consultancy
Teaching Assistant	Thunderbird, American Graduate School of Int.
Research Assistant	Washington University (School of Psychology)

TEACHING LICENSES

Illinois Professional Educator License # 2412972	Indiana Professional Educator License # 10205950
Illinois Paraprofessional License	Illinois Substitute License

CERTIFICATIONS

Six Sigma: White Belt Green Belt: (est. Apr 2024)	Social and Behavioral Research: CITI
Walgreens Leader Essentials	Project Management Professional (PMP) Course]
Agile Basics/ Leading with Agility	Professional Non-Profit Management
PROSCI Change Management	Toastmaster
Instructional Design & Technology (ID/ IDT)	Effective Communications & Human Relations (Dale Carnegie)

MEMBERSHIPS

PROSCI, ACMP, and APA

AWARDS

ASU GSV Elite 200	TCSPP Global Psychology 2019 Winner
USC EdVentures Cohort	Dale Carnegie Human Relations Award
Gener8tor's gBeta Social Venture	Chicago CCHR Awardee
Amazon Web Services EdTech Invited Member	NAAAP Leadership Award
Startup Boost Chicago 2020 Accelerator Member	Crain's Chicago 40 Under 40
TCSPP Ricardo Grunsten Award 2020 Winner	APA (American Psychology Association)

PRESENTATION OPPORTUNITIES

Educators for Excellence, ISBE SEL Cohort & SEL Advocacy Member
Alain Locke Charter School, Past Advisory Board Member
YMCA Metropolitan Chicago, Past Board Member Lakeview YMCA
American Red Cross, Volunteer Instructor Trainer
LifeCrisis Suicide Prevention, Crisis Line Volunteer

CIVIL LEADERSHIP (50+ Lifetime positions)

Equip to Achieve EQ Summit I, II, III, IV, V	Dept Commerce & Economic Opportunity (DCEO)
IL Digital Educators' Association	Small Business Administration (SBA)
Chicago Teachers' Union Foundation	AALF Conference
Chicago Public Schools	Leap 21 st Century Leader
Chicago Literacy Alliance	NAAAP National Convention

PROFESSIONAL EXPERIENCES

Adjunct Professor **January 2022 – August 2023**
North Park University, Chicago, IL

- *Course Development Expertise:* Updated and implemented approach to Developmental Psychology courses, resulting in a 98% student attendance and engagement and a 22% improvement in overall course evaluations.

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- *Student Success Advocacy:* Implemented a personalized online mentoring program for at-risk students, leading to a 100% student completion rate and a 15% improvement in final grades for participating students.
- *Innovative Teaching Methods:* Incorporated interactive online games, AR simulations, and case studies into the curriculum, enhancing student comprehension and participation and receiving positive feedback from 90% of students in course evaluations.
- *Technology Integration:* Updated the Learning Management System (LMS) to streamline course administration, increase class communication and discussions, and incorporate collaborative assignments.
- *Fostered active student engagement through leadership roles:* class assistant, content contributor, and presenter, enhancing attendance, depth of material, and personalization for the enriched learning experience.
- *Data-Driven Progress Monitoring:* Utilized analytics to track and measure the program's impact, providing evidence of its effectiveness through monthly reports and enabling continuous improvement.

Senior Manager, Organizational Development & Transformational Change Management

April 2022 – Present

Walgreens Boots Alliance (Walgreens) (Hybrid) | Deerfield, IL

- *Led strategic development, support, and execution of organizational change strategies* for Walgreens' Pharmacy and US Healthcare projects while supporting our COE, team development, and community of practice (COP).
- *Expanded the development operations test and treat program to 4,000 locations* through surveys, interviews, and communication protocols by directing a change management team for 4 months during the COVID-19 pandemic.
- *Developed a change leadership training program* for pharmacy and field HR leaders, focusing on enhancing situational leadership, change management, agility, and empathy, targeting a 90% engagement and satisfaction rate.
- *Collaborated with Leadership Development, Learning & Development (L&D), and TMx* to facilitate DiSC, Eqi2, and psychological safety for executives, high-potential leaders, and summer interns.
- *Improved efficiency and decision-making* by leading a 3-person change team in a multi-year organization-wide transformation, implementing traditional change management practices and a partnership program for a B-O-T.
- *Generated and cascaded recommendations for support center and field leadership* as project lead of a 4-person change team in a 9-month project sponsored by the Sr VP to assess clinical services in pharmacy operations.
- *Played a pivotal role in improving successful change adoption and best practices* as a project lead by conducting a 3-month field change pilot across two regions with 355 stores, focusing on data analytics and mindset/ behaviors.
- *Actively collaborated with HR business partners (HRBP)* to support leaders, field projects, and build pipelines, pursued professional development (Agile, Six Sigma, ACMP), and served on the AsianConnect BRG.

Chief Strategy Officer

July 2018 – April 2022

STRUT Learning (Hybrid then Remote) | Chicago, IL

- *Directed startup and transformative strategy*, cultivating partnerships (Amazon, gener8tor, TechStars, USC) for visibility, brand growth, program expansion, emphasizing communication, culture development, and innovation.
- *Led initial technology product development* for EQ platform, achieving 2 prototypes (AI-EQ XLX) in a year, exceeding user testing goals by 20%, and creating 3 innovative SaaS XLX/LMS for a 30% boost in engagement.
- *Professionally directed the Customer Success team*, increasing productivity, enhancing customer interactions, and resolving issues by providing mentorship, guidance, and training while fostering a customer-centric culture.
- *Boosted leadership by over 25% and recorded near-zero turnover* through strategic onboarding improvements, implementation of buddy and mentor programs, and enhancement of internal leadership development resources.
- *Increased market share by 10% year over year* by strategically integrating market and financial analysis, change management, cross-functional partnerships, and a culture of continuous improvement.
- *Advanced corporate vision* by forming a diverse and dedicated global team of 30 members with a notable representation of 50% female and 70% various individuals, emphasizing gender balance and diversity (DEI) through personalized onboarding, mentorship, and continuous learning.
- *Expanded customer reach by 20% through a strategic pivot*, transitioning from an elementary school focus to serving corporate leaders, teams, coaches, therapists, and diverse education segments.
- *Increased customer engagement and satisfaction by ~30%* and positioned the organization as an innovative market leader by developing 3 EQ experiential learning and assessment platforms with 8 human-centered designs, leveraging persona development, psychometrics, user feedback, and agile development approaches.
- *Researched, collected, and leveraged data* in developing the eMojo platform, utilizing 120 emotional/behavioral data points to inform strategic decision-making through data analysis, machine learning, and AI research.

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Instructional Design & Technology Doctoral Assistant TCS Education Systems | Chicago, IL

November 2018 – February 2020

- *Directed collaborative projects within an instructional design and technology higher education online platform, actively researching, crafting training materials, and proficiently presenting findings.*
- *Devised and conducted surveys and focus groups, skillfully analyzing outcomes to drive strategic instructional design improvements, resulting in optimized learning methodologies.*
- *Expertly revamped instructional resources and educator toolkits, enhancing learning experiences and instructional effectiveness.*

Director of Technology / K-8 Educator Faith, Hope Charity School | Chicago, IL

July 2017 – June 2018

- *Spearheaded the delivery of K-8 standards and project-based technology curricula, seamlessly integrating literacy, math, and social science while incorporating social-emotional learning, community service, and entrepreneurial frameworks for a forward-thinking, technology-rich school.*
- *Pioneered the development of innovative technology architecture and infrastructure, initiating the implementation of systematic processes, optimizing asset management, account administration, and device deployment, and directed and supervised staff, projects, and training initiatives for heightened efficiency and productivity within the organization.*

Paraprofessional, Substitute Teacher, & Student-Teacher Chicago Public Schools, CSTN & FHC | Chicago, IL

November 2016 – June 2017

- *Versatile Classroom Instruction:* Successfully substituted across 60+ schools, consistently listed as a preferred teacher, teaching diverse subjects and grade levels (preschool to high school), showcasing adaptability and comprehensive subject knowledge.
- *Preferred Substitute Educator:* Consistently listed on preferred or priority list for 60+ schools, showcasing adaptability and subject knowledge in teaching diverse subjects and grade levels (preschool to high school).
- *Exceptional Classroom Management:* Maintained a positive and SEL-driven environment in various settings, effectively managing classrooms with diverse demographics and fostering an effective atmosphere for learning.
- *Curriculum Flexibility:* Adapted quickly to varied policies and curricula in private, public, and parochial schools, ensuring seamless integration and delivery of lesson plans tailored to each institution's unique requirements.
- *SEL Curriculum Integration:* Developed and implemented specialized curricula focused on Social-Emotional Learning, tailoring instructional strategies to enhance students' emotional intelligence and resilience.

Executive Director Kauzu Inc. | Chicago, IL

November 2011 – February 2016

- *Led an award-winning technology social enterprise, overseeing the vision, strategy, executive management, budgeting, fundraising, forming partnerships, and gaining visibility via YahooNews, Crain's Business, and Wall Street Journal.*
- *Earned distinction for \$500K in angel investments, with \$2.25M in Series-A venture capital in 1st year sponsored by Microsoft and Google, from an international VC firm focused on scalable technologies with global market appeal.*
- *Fostered an innovative culture through unique activities, achieving 25% growth in leadership competencies over two years via agility training, assessments, and mentorship, maintaining a 95% satisfaction rating.*
- *Empowered a team of Customer Success Managers (CSMs), yielding a 10% retention increase while maintaining a 95% CSAT score and implementing effective change management for innovative process changes.*
- *Created a solid public image by nurturing relations with the City of Chicago, IL Department of Employment Services (IDES), Chicago City Council, City Colleges of Chicago, and leading workforce development agencies.*
- *Developed a strong network and brand in the startup, VC, and angel networks. Achieved national visibility via YahooNews, Crain's Business, and the Wall Street Journal, contributing to the organization's growth and recognition.*
- *Achieved 20% program expansion and 15% community engagement growth through targeted change strategies, including effective stakeholder involvement, communication, feedback, and recognition.*
- *Drove a 25% improvement in leadership competencies over two years through leader programs, including agility training and personalized assessments, while managing mentor-mentee pairs, leading to increased career progression among mentees with a consistent 95% satisfaction rating.*

Managing Director

April 2005 – November 2011

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Asian American Center for Advancing Justice | Chicago, IL

- *Designed a 3-year growth plan*, securing key foundation partnerships and new funding, resulting in a 1500% increase in organizational capacity through staff, technology, and infrastructure enhancements.
- *Streamlined a \$15M merger of 4 regional organizations* into a cohesive national entity, enhancing staff engagement through change readiness surveys, roadmap, feedback, communication, and training for adoption and sustainment.
- *Reduced operational redundancy by over 20%* through leadership, cultural integration, training, strategic investments in HR and technology services, an administrative team, and a focus on continuous improvement.
- *Developed leadership programs for executives, community leaders, and youth*, emphasizing DEI and empowerment, leading to a 25% program participation increase and 20% funding growth over two years.
- *Steered initiatives to empower the Asian American community* through legal and grass-roots advocacy, research, education, leadership development, and coalition building locally, regionally, and nationally.
- *Enhanced brand recognition by 30% in 7 months* through a successful brand transition involving a rebrand, focus groups, and communication with key stakeholders.
- *Created and led 6 leadership programs*, including rotational internships, cohort-based executive initiatives, DEI leadership programs, IFP college student programs, CRCL board development, and community mentorship efforts, using diverse learner techniques and assessment tools like Myers-Briggs (MBTI) and Life Styles Index (LSI).
- *Grew a local annual budget from \$100K to \$1.6M*, achieving a 1500% increase through engagement with key stakeholders (foundations, government, and corporations), grant program development, and successful fundraising efforts like cocktail events, online campaigns, and annual dinner management.

Strategy, Leadership Development, & Change Management Consultant

April 2004 – December 2010

Infinium Consultancy (Hybrid)(Contractor) | Chicago, IL

- *Provided consulting services*, including creativity, capacity building, organizational development, executive leadership training, change management (PROSCI), and HR and technology-managed services.
- *Facilitated strategic and operational planning for diverse clients*, resulting in efficiency, increased data-driven decisions, and a 20+% improvement in program effectiveness across civic orgs, social services, and startups.
- *Guided leadership development* through coaching, assessments, and training, benefiting executives and their teams at PepsiCo, State Farm, Motorola, and E&Y while advising on mentorship programs.
- *As association management interim executive director*, secured \$4.1M+, established 13 startups, developed 35 roles, and led programs and fundraising, resulting in a 15% rise in market presence within two years.
- *Led project and change management for technology and new program initiatives*, enhancing employee engagement and sustainability. Pioneered new change models and tools, including an automated intake process and knowledge management system, also providing tailored learning and development.
- *Advised, built, managed, and connected 25 internal DEI-driven business resource groups (BRGs)* in the Chicagoland area, substantially increasing organizational capacity for corporations, including Motorola, Hewitt, E&Y, and PwC.
- *Drove brand growth and program innovation* by designing and implementing assessments and strategic plans for civic and social service organizations, collaborating with foundations, advisors, boards, policymakers, and staff.
- *Achieved remarkable results for a national convention*, including doubling registration and sales and tripling net profit by supervising a 100+ person National Convention team and managing a 10-member executive team.

ADDITIONAL EXPERIENCES

Graduate School Fellow

2016 – 2017

Education Pioneers | Chicago, IL

- Contributed to Education Pioneers (EP), dedicated to elevating K-12 education outcomes, with a primary focus on improving educational equity for low-income and minority students.
- Played a key role in addressing a spectrum of educational challenges, including data analysis, operations, finance, and human resources, striving to create an environment that fosters student and educator success.
- Contributed to EP's mission of enhancing K-12 education, emphasizing equity for the underserved.
- Addressed inclusivity challenges in various aspects, including data analysis, operations, finance, and human resources.
- Focused on resolving external challenges to create a supportive and responsive classroom environment.

Certified Consultant & Account Manager

2002 – 2004

Pitney Bowes | Chicago, IL

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- Effectively managed a diverse portfolio of 300 clients, including enterprise-level organizations, consistently surpassing quarterly goals.
- Conducted over 100 strategic analyses on logistics, market dynamics, and competitors, leveraging insights to drive operational enhancements.
- Proactively managed clients, achieving consistent overachievement of quarterly goals through client engagement.
- Utilized strategic analyses to drive operational improvements, ensuring exceptional service and outstanding results.
- Developed a mobile palm pilot app for generating just-in-time proposal quotes, enhancing efficiency and responsiveness in client interactions.

President –Managed Technology (IT) Solutions

2011 – 2013

Cubed Mango | Chicago, IL

- Focused on project and account management, driving business growth and facilitating change adoption for new products and services.
- Established a company providing cost-effective IT-managed services to small businesses and nonprofits, achieving up to 90% savings and enhancing client effectiveness.
- Led client technology transitions with change management strategies, ensuring sustainable adoption.
- Attained profitability within two months, showcasing rapid business expansion.
- Recruited and trained a Managing Director and two technicians, enhancing service delivery capabilities.
- Implemented CRM and project management tools, improving operational efficiency, and strategically expanded services to include network solutions, software solutions, website development, and maintenance.

International Digital SaaS Marketing Manager / Global Team Leader

2001 –2002

YUMY-3D | Japan

- Led team, growth, and product innovation at a Japanese wireless technology startup, specializing in agile project management with a remote international team.
- Spearheaded the product development of a national wireless emergency alert system, significantly shaping the company's trajectory in a competitive tech industry.
- Managed and led an international remote team, improving project outcomes with tools like Groove Beta, MS Project, and Yahoo Messenger Beta.
- Conducted investor and market research, attracting \$3 million in investor funding for technology development, and secured a \$15 million partnership with the 2nd largest telecom company, expanding market presence.
- Developed and executed a tailored marketing strategy for the Japanese market, enhancing technology adoption and startup growth, while implementing leadership development initiatives in communication, collaboration, and agile project management to foster team success.

Senior Consultant, Software Engineer, & SaaS Project Manager

1997 – 1999

Compuware Corporation | Milwaukee, WI

- Led diverse responsibilities, integrating change management, product development, and strategic planning, managing client communication, business analysis, project management, and team leadership for transformational and Y2K projects.
- Successfully delivered ERP and Y2K projects through strategic project management, coding, and testing, ensuring effective implementation and meeting key client requirements, including Miller Brewing and Golden Books.
- Implemented change management strategies to enhance enterprise software adoption, contributing to increased efficiency and seamless integration of software solutions.
- Founded the Compuware Service Group for pro-bono consulting, driving staff engagement and retention while leading cross-functional teams in innovative software solutions aligned with strategic business goals on platforms like JD Edwards, RPG/400, and Mainframes.

International Photojournalist

1995 – 1996

Nations News and Reuters | Kenya, Tanzania, India

- Produced impactful visual stories, increasing article engagement through consistently delivering high-quality images covering all aspects of politics, most notably unique Presidential and Parliament Member moments.

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- Led a sports photography series (rugby, road rallies, and field hockey) for the sports section, while additionally covering entertainment and features, capturing dynamic moments and boosting audience interest.
- Implemented unique photo bracketing and framing for simplified selection, streamlining photo editing to reduce turnaround time by 30% and enhance overall editorial team efficiency.

VOLUNTEER WORKS

Advancing Social Emotional Learning Board Member	2018 - Current
Taproot Foundation Account Director	2015 - 2020
Strive for College Student Mentor	2016 - 2016
Alain Locke Charter School, Accelerate Institute Advisory Board Member	2015 - 2016
Truman College, City Colleges of Chicago President's Advisory Council Member, Instructor	2010 - 2013
Federal Bureau of Investigations (FBI) Citizen Academy Member 2008, Alumni Member	2008 - 2011
Roosevelt University, College of Business, Dean's Advisory Council Founding Member	2006 - 2012
Latino Giving Circle Member, Grant Review Committee	2006 - 2010
American Red Cross Instructor, Instructor Trainer, Regional Q/A Instructor	1993 - 2002
Life Crisis Center Crisis Line Volunteer, Trainer	1993 - 1995
COPE [County Crisis Line Teen crisis line Volunteer, Teen crisis line Director, Adult line volunteer, Trainer	1989 - 1992

**Volunteered with 50+ organizations, commissions, and boards with 2-10-year service terms.*

SELECTED CONFERENCES

- Schneider, M. (2021, June 11-12). Emotional Intelligence Development Through Instructional Design and Technology [Conference presentation]. EEquip to Achieve Summit, Chicago, IL, United States. <https://www.equip2achieve.org/>
- Schneider, M. (2020, February 24-27). Value of Social-Emotional Learning Assessments [Conference presentation]. IL Digital Educators Association Conference, Chicago, IL, United States. <https://ideaininois.org/event-3596865>
- Schneider, M. (2019, March 18). Faculty Resistance to Technology Integration [Conference presentation]. Society for Information Technology & Teacher Education International Conference, Las Vegas, NV, United States. <https://www.learntechlib.org/j/SITE/>
- Schneider, M. (2019, March 18). The Transition from Extrinsic Rewards Toward Intrinsic Motivation: The Role of Edtech [Conference presentation]. Society for Information Technology & Teacher Education International Conference, Las Vegas, NV, United States. <https://www.learntechlib.org/j/SITE/>

SELECTED PAPERS

- Muhammad, N., & Schneider, M. (2022). The Role of EdTech in Enhancing Learners' Motivation. Selangor Science & Technology Review (SeSTeR), 5(5), 73-77. <http://sester.journals.unisel.edu.my/ojs/index.php/sester/article/view/235>
 - Muhammad, N.M., Schneider, M., Hill, A. & Yau, D.M. (2019). The Negative Impacts of EdTech: EQ Perspectives. In K. Graziano (Ed.), Proceedings of Society for Information Technology & Teacher Education International Conference (pp. 1066-1071). Las Vegas, NV, United States: Association for the Advancement of Computing in Education (AACE). <https://www.learntechlib.org/primary/p/207777/>
 - Muhammad, N. M., Schneider, M., Ochoa, A., Wilson, K.I., & Yau, D. M. (2019). The Transition from Extrinsic Rewards toward Intrinsic Motivation: The Role of EdTech. Unpublished manuscript.
 - Torres, I., Evans, J., & Schneider, M. (2019). Faculty Resistance to Technology Integration. In K. Graziano (Ed.), Proceedings of Society for Information Technology & Teacher Education International Conference (pp. 175-177). Las Vegas, NV, United States: Association for the Advancement of Computing in Education (AACE). <https://www.learntechlib.orgprimary/p/208475>
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