



JOHN M. DEMARCO, LLC

Coaching authentic human leaders facing complex, nuanced problems



Contact

Schedule a call with me:
https://calendly.com/john_m_demarco/zoom_call

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Education

Graduate Certificate (in progress)
Human-Centered Design Thinking
Colorado State University

Graduate Certificate
Executive & Professional Coaching
University of Texas at Dallas

Master of Divinity
Asbury Theological Seminary

Bachelor of Science
Communications
Florida State University

Certifications

Coaching (International Coaching Federation)
Human Resources (HRCI)
Hogan Assessments
Myers-Briggs Type Indicator
CliftonStrengths (Gallup)
Design Thinking (In Progress)
Consulting (ATD)
Data Analysis (University of Chicago)
FranklinCovey Suite
Situational Leadership II (Blanchard)

Core Skills

Assessments
Coaching
Consulting
Content management
Creative writing
Design thinking
Facilitation
Leadership development
Learning agility
Manager development
Marketing
Mindfulness
Networking
Program management
Relationship building
Speaking
Strategic thinking
Storytelling
Training

CLIENTS

Organizations seeking to optimize the impact of their Director+ population

AFFILIATES

Coaching vendors, talent development vendors, and business schools

INDUSTRIES

Healthcare
Technology
Telecommunications

Non-Profits
Religious
Organizations

COACHING SPECIALTIES

Executive Coaching

Equips a leader to understand their current competencies, see how they're perceived by others, and focus on identifying and clarifying current goals as well as the appropriate action steps to reach those goals.

Leader Development Coaching

Equips those looking to grow and develop leadership skills, regardless of whether they are an individual contributor, manager, or senior manager.

360° Feedback Coaching

Equips individuals to understand their personal strengths and weaknesses, using the constructive and confidential feedback of others who work with them the most.

Assessments-Related Coaching

I'm certified to administer Hogan Assessments, Myers-Briggs Type Indicator (MBTI), and CliftonStrengths (Gallup), and well as provide follow-up coaching.



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T-Mobile US, Bellevue, WA, 2007-2023

3 key areas of impact:

1. Coaching and leadership development

For directors, senior managers, managers, and high potential individual contributors, across a 70,000 employee organization that's been the fastest growing wireless company since 2013, with more than one hundred internal clients getting promoted to next-level roles.

2. Program ownership and change leadership for a new enterprise competency framework

Following the \$43 billion T-Mobile-Sprint merger, with my specific contributions including:

- End to end program ownership, including ongoing communication with key stakeholders across every business function.
- Creation and launch of competency-supporting tools such as 360° and 180° assessments; individual development planning; people leader toolkits; just-in-time videos; a coaching guide; branding visuals; e-cards; and web-based and virtual training.
- Engagement with employees across the company through creation and management of a digital-first website; a dedicated Slack channel; and a competency-themed podcast (which I hosted).
- Core messaging collaboration with T-Mobile Corporate Communications; presentations to business teams; and social media marketing.
- Integration of the competencies into a company-wide leadership model, as well as within top talent programs, employee experience surveys, and employee sentiment surveys.
- Ongoing content and process iteration based on data analysis, stakeholder input, best practice research, and design thinking approaches.

3. Creation and management of top talent programs

- Served hundreds of employees who were promoted to next-level roles.
- Target audiences included field and back office functions for T-Mobile's large sales and customer experience business functions.

Health-First Inc., Rockledge, FL 2005-2007

Strengths-based coaching for business executives, physicians, managers, and top talent individual contributors across 5,000-employee hospital, clinic, and health insurance organization.

Program management, content creation, instructional design, training delivery, and internal communications for leadership development and mentoring programs.

Video scripts and press releases for organization's marketing department.

ALL PROFESSIONAL EMPLOYERS

T-MOBILE US BELLEVUE WA 2007-2023

HEALTH FIRST ROCKLEDGE FL 2005-2007

MORGAN STANLEY MELBOURNE FL 2003-2005

THE UNITED METHODIST CHURCH LAKELAND FL 2000-2003

STRANG COMMUNICATIONS LAKE MARY FL 1996-1997

THE NEWS-JOURNAL DAYTONA BEACH FL 1991-1996

THE WALT DISNEY COMPANY LAKE BUENA VISTA FL 1990-1991