



## Contact

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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

# JOHN M. DEMARCO, PCC, PHR, M.DIV.

*Organizational development professional with a strong background in executive coaching, consulting, leadership development, talent management, program management, and public speaking.*

## COACHING EXPERIENCE HIGHLIGHTS

- 19 years of coaching, including 18 years internally, working with managers through C-suite executives across multiple industries and all major business functions, as well as with physicians.
- 360° feedback and assessments-related coaching; certified to administer Hogan Assessments, Myers-Briggs Type Indicator (MBTI), and CliftonStrengths (Gallup), and well as provide follow-up coaching.
- Professional Certified Coach (PCC) credential with the International Coaching Federation (ICF).

## CONSULTING EXPERIENCE HIGHLIGHTS

- 18 years providing internal talent consulting, strategy, and program management in the healthcare and telecommunications industries.
- End to end ownership of new core competency framework for T-Mobile following its merger with Sprint.
- Program management of top talent leadership development programs serving high-potential customer experience, healthcare, and retail employees.
- Organizational talent strategy consultation with senior leaders, including talent reviews, succession planning, and bench strength tactics.

## SPEAKING EXPERIENCE HIGHLIGHTS

- 25 years of public speaking, including facilitation, keynotes, podcast hosting, presentations, retreats, sermons, teaching, training, and videos, both virtually and on-site, across multiple industries and business functions.
- Experience and skill in presenting both original content and content created by employers or vendors.

# 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  
Leading People Through Change (Blanchard)  
Situational Leadership II (Blanchard)

# Core Skills

Assessments  
Change leadership  
Coaching  
Communications  
Consulting  
Content management  
Design thinking  
Leadership development  
Learning agility  
Manager development  
Organizational development  
Program management  
Public speaking  
Strategic thinking  
Storytelling  
Talent management  
Visionary thinking  
Writing

## Owner, John M. DeMarco, LLC, Nashville, TN, 2005 -

Contractual coaching, consulting, speaking across numerous industries. Clients have included T-Mobile, Government Scientific Source, Vanderbilt University Medical Center, Oregon State University, and The University of Tennessee.

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## Sr. Leadership Development Consultant, T-Mobile US, Bellevue, WA, 2007-2023

### Ownership and change leadership for a new organizational competency framework after \$43 billion Sprint merger:

- Strategy and vision work to connect the newly-merged organization's business and culture goals to its new competencies.
- End to end ownership of all competency framework facets, 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.
- Integration of the competencies into a company-wide leadership model, as well as within performance management, 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.

### Executive, leader development, and assessment-based coaching:

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.

### Creation and management of top talent leadership development programs:

These 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 customer experience and retail functions.

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## Organizational Development Practitioner, 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.
- Ownership, change management, program management, content creation, instructional design, training delivery, and internal communications for leadership development and mentoring programs serving people leaders.
- Video scripts and press releases for organization's marketing department.