



CHRISTOPHER CARACCI

ADJUNCT FACULTY (STRATEGIC MANAGEMENT)

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321.356.4422 

Williamsburg, VA 

www.linkedin.com/in/christopher-caracci/ 

PROFESSIONAL PROFILE

As a skilled influencer with an ability to effectively persuade, communicate, and negotiate with others, I use my career experience and global insight to impact the professional futures of my students.

I am a veteran educator, trainer, and instructional designer with more than 25 years of experience teaching students in higher education as well as facilitating professional development for corporate audiences in business. Both in-classroom and online (Blackboard, Canvas, eCollege, WebEx, Moodle, Zoom, and Google Meet), I am a consistently effective teacher with worldwide accolades for excellence in instruction, curriculum design, training, and simulation facilitation.

SKILLS

Strategic Management

Communication & Collaboration

Diversity, Equity, and Inclusion

Curriculum Design & Development

Employee & Customer Service

Ethical Accountability

Leadership Development

Organizational Culture

Project Management

Recognition & Retention

Brand Loyalty

Team Leadership

EDUCATION

MASTER'S DEGREE

Business Administration:

Management,

Roy E. Crummer Graduate School of

Business:

Rollins College,

Winter Park, FL

MASTER'S DEGREE

Non-Profit Management,

Catholic University of Louvain,

Louvain, BELGIUM

EXPERIENCE: HIGHER EDUCATION

ONLINE SECTION LEADER

Raymond A. Mason School of Business, William & Mary / Williamsburg, VA / 2021 - Present

- Online Section Leader – “Leadership for the 21st-Century”
- Online Section Leader – “Strategy”

EXECUTIVE PARTNER

Raymond A. Mason School of Business, William & Mary / 2017 - 2020

- Visiting lecturer and case study reviewer in **business strategy**
 - For Professor Robert Williams
- Visiting lecturer in **organizational behavior/organizational development**
 - For Professors Tatia Granger and Inga Carboni
- Visiting lecturer and simulation facilitation in **leadership**
 - For Professor Terrence Shannon
- Visiting lecturer in **management communication**
 - For Professor Philip Wagner
- Visiting lecturer in **crisis management**
 - For Professor Robert Stowers
- Visiting lecturer in **ethical accountability**
 - For Professor James Boswell

ONLINE ADJUNCT PROFESSOR

Northwood University, Midland, MI / 2010 - Present

- Online Adjunct Professor of **ethics**

VISITING LECTURER

Edwin L. Cox Business Leadership Center, Southern Methodist University, Dallas, TX / 2005 - 2014

- Visiting lecturer in **leadership strategy, global strategy, employee engagement, service culture excellence, creativity & innovation, and diversity, equity, and inclusion**


McKinsey & Company, London, England, and Paris, France / 2012-2019

- Visiting lecturer in **leadership strategy and service-centric organizational culture creation**

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TECHNICAL SKILLS

Adobe InDesign

Blackboard LMS

Blue Jeans Web Conferencing

Canvas LMS

eCollege LMS

Keynote for Mac

Microsoft Office 365

Microsoft Office Suite for Mac

PowerPoint

Zoom Web Conferencing

HONORS & AWARDS

Teaching Excellence Award

Edwin L. Cox Business Leadership
Center:
Southern Methodist University,
Dallas, TX
2006, 2008, 2009, 2011, & 2014

Employee Excellence Award

Disney Institute,
Lake Buena Vista, FL
2006, 2008, 2011, 2015, & 2019

Corporate Trainer Honor

McKinsey & Company,
London, England, and Paris, France
2012, 2013, 2016, & 2018

EXPERIENCE: CORPORATE

SENIOR ENGAGEMENT AND PROJECT MANAGER

Disney Institute, The Walt Disney Company / 2000 - 2020

Disney Institute is the professional development and external training division of The Walt Disney Company. As Senior Engagement and Project Manager, I led projects with organizations globally in solving for multi-disciplinary goals related to strategy, forming, operationalizing, supporting through management, and sustaining service-centric organizational cultures through values-based behavior.

- Created strategic and industry-specific cultural change management approaches for higher education clients, including George Washington University, University of Miami, University of Arkansas, University of Iowa, Chapman University, Cleveland Clinic School of Medicine, and Mayo Clinic School of Medicine.
- Facilitated extensive corporate training on organizational change and strategy (on-ground and online) through expertise in leadership development and business strategy, digital strategy, public relations, organizational communication, learning and culture, change diplomacy, trust empathy, emotional intelligence, training and development, talent management, service experience touch-point mapping, brand equity, brand loyalty, sustainable organizational structure and design, creativity and innovation, and professional team building.
- Architected customized client-specific continuous improvement approaches involving content design, change management structure formation, and change process facilitation, primarily involving practices within service strategy and delivery, human resources, training and development, and leadership.
- Built stakeholder trust through appropriate and informed assessment, collaboration on solutions and problem-solving, continual leader alignment on value-based goals, and sustained improvement.

SENIOR EDUCATIONAL LEADER

Disney University, The Walt Disney Company / 1993 - 2000


Disney University is the internal employee and manager-leader training and educational division of The Walt Disney Company. As a Senior Educational Leader, I was responsible for a robust curriculum of both academic and training courses required of all Disney employees and managers and leaders.


- Designed, administered, and taught on-ground and online a catalog of educational and training requirements, including management and leadership.
- Directed all new-employee orientation processes, from the global company culture orientation called Disney Traditions to role-specific and location-specific line-of-business orientations and skills training tracks.
- Led the task force to innovatively operationalize Disney's values-based cultural and behavioral expectations top newly-hired international employees onboarding from 22 different countries.

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PUBLIC SERVICE

City of Williamsburg

Tourism Development
Grant Review Committee,
Chairperson

Old Salem Museums & Gardens

Executive Board,
Board of Trustees,
Trustee,

Collections, Research, and
Archeology Committee,
Member

United States Air Force

Supreme Headquarters Allied
Powers Europe,
*Honorably Discharged Commissioned
Officer*

PHILANTHROPY

College of William & Mary

The President's Council,
Member

College of William & Mary

The Wren Society,
Member

College of William & Mary

The Honorable
Robert Boyle Legacy Society,
Member

PROFESSIONAL HIGHLIGHTS

Below are several additional noteworthy experiences in education and training:

VETERANS INSTITUTE

During my tenure at *Disney Institute*, I collaborated with *Disney's Global Corporate Diversity, Equity, and Inclusion* division to build programs to help other non-Disney organizations attract, source, interview, hire, and care for U.S. military veterans (and their spouses) transitioning to the civilian workforce. This important company-wide effort is still in operation and to-date has assisted over 500 organizations. I am proud to have been a chief designer and instructor of these programs.

EQUALITY INSTITUTE

During my tenure at *Disney Institute*, I collaborated with *Disney's Global Corporate Diversity, Equity, and Inclusion* division and the President and CEO of *Out & Equal Workplace Advocates* to build programs to help other non-Disney organizations lead and care for their LGBTQ+ employees. Today, these programs continue to help organizations of all sizes welcome and care for their LGBTQ+ employees. Diversity, Equity, and Inclusion have been Disney organizational priorities since the early 1980s. I am proud to have been a chief designer and instructor of these programs.

DISNEY TEAM OF HEROES

During my tenure at *Disney Institute*, I collaborated with *Disney's Global Corporate Philanthropy* division and *Disney Imagineering* to build programs and provide resources to support children's hospitals worldwide. This is an ongoing 10-year, \$100 million philanthropic effort to improve the service levels in hospital stays for pediatric patients, as well as the experiences of their families.

PROFESSIONAL DEVELOPMENT

HARVARD BUSINESS SCHOOL FOR EXECUTIVE EDUCATION (2011-2020)

COURSES: Global Strategy, Difficult Interactions, Business Case Management, Digital Strategy, Change Management, Coaching, Delegating, Developing Employees, Diversity, Feedback Essentials, Global Collaboration, Innovation & Creativity, Leading & Motivating, Managing Upward, Persuading Others, Presentation Skills, Strategic Thinking, Strategy Execution, Team Leadership, Team Management

AMERICAN SOCIETY FOR TRAINING AND DEVELOPMENT (2005-2020)

COURSES: Understanding and Adapting to Different Communication Styles, Learner Retention and Success, Diversity & Inclusion, Communication through Feedback, Principles of Effective Online Teaching, Reinforcing the Writing Process in Online Courses, Building Learner Relationships in Online Learning