

## Professional Profile

Through 22 years of Pastoral Ministry as a Senior Pastor, State Ministry Leader, and Church of God Ministries Director, 12 years of Lay Ministry, and 25+ years of business experience within the computer and health care industries, I have developed a number of skills which will allow me to meet, and prayerfully exceed, the duties required of a State Pastor within the Church of God.

- Experience in oversight and direction of Church Operations & Management
- 22+ years of Senior Pastoral experience within the Church of God
- Current GA President, Western PA COG
- Ministries Council Chair, Western PA COG
- Current Trustee, Servant Solutions Board
- Credentials Chair in WPA COG
- Ministries Council member in WPA
- Church Health Team Chair WPA
- Leadership Development Team in WPA
- Developed Leadership Academy
- Successful Church Plant (16+ Years)
- Many Church Consultations in WPA
- Vision Implementation Team in WPA
- 14 Ministers Coached Through Ordination
- Launched Many Congregational Ministries
- Authored & Taught Several Courses
- Launched a Capital Giving Campaign
- Strong writing skills developed through years of developing courseware, articles, presentations, correspondence, and grievances management (within the hospital environment)
- Strong Communication Skills, honed through 39 years in sales and marketing, public speaking, preaching, teaching, and presenting on various topics from industry specialties while in the information industry, to theology and healthcare
- Strong Presentation skills including development and presentation to audiences of all sizes.
- Experienced with Computer Systems especially Microsoft Office
- Experienced as a Chaplain within UPMC Presbyterian Shadyside Hospital
- Significant Patient Experience knowledge gained within the healthcare environment of a large healthcare system, both in the inpatient and the medical practice environment

## Work History & Accomplishments

### Senior Pastor, New Life Church of God

**2002 - Present**

As the **Senior Pastor** of the New Life Church of God in Pittsburgh, PA, I have executed all of the Sacerdotal duties of the Senior Pastor, including preaching, teaching, counseling, administration, and the performance of all ordinance functions. During this time, I worked to establish the congregation as a viable, recognized congregation within the Church of God Reformation Movement. I guide the congregation and leadership toward the execution of the vision for ministry, including the communication of the vision, the preparation for it, the team building necessary to fulfill it, and the encouragement and direction needed to stay focused. During this time the congregation has more than doubled in size, launched several key ministries, acquired property, conducted the Capital Giving Campaign, secured loan funding for major facility renovations, and made an impact in the community. During my tenure as Senior Pastor, several people have received a call to pastoral ministry, with 9 being coached from the call through the

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ordination process. While working as Senior Pastor, I have also been actively involved in State Ministry with Western Pennsylvania Ministries of the Church of God as Church Health Team Chairman, Credentials Services Team Chairman, member of the Leadership Development Team, and a member of the Ministries Council. I have done several consultations with congregations in Western PA who were working through crises, pastoral transition, and proactive church health processes. I have also mentored ministers from other congregations in WPA in consultation with the Credentialing Services Team. I have also been an instructor with the Institute for Servant Leadership in WPA on several occasions. Currently I serve as the GA Chair for Western PA Ministries of the Church of God as well as Ministries Council Chair. I currently serve as a Trustee with the Servant Solutions Board of the Church of God. I also currently serve as a Coach for the Leadership Focus Credentialing Ministry of the Church of God.

**Project Manager, Patient Experience, UPMC Physician's Serv. Div. Feb - Dec 2014**

As Project Manager for Patient Experience at UPMC's Physician Services Division, I was responsible for working with the Director of Patient Experience to develop and manage the Patient Relations and Patient Experience functions for the Medical Practices of UPMC, covering 6 Divisions, and 1200 medical practices. This responsibility included the development and implementation of training to enhance patient interaction and experience. It also included the management of the patient satisfaction process to provide surveying and analytical reporting of patient surveys to insure that CMS reporting requirements were being met and patient experience was improved throughout the organization.

**Co-Director, Leadership Dev. & Church Health CHOG Ministries June 2012 – Jan 2014**

As a Co-Director with Church of God Ministries with Rev. Randy Montgomery, I shared the responsibility of vision casting, staff management, budget development, and management for the North American ministries of Church of God Ministries Headquartered in Anderson, IN. These responsibilities include the management of the relationships between Church of God Ministries HQ and the Regional Pastors who manage the affairs of the areas of the United States and Canada. As a part of this position I was also a member of the Executive Leadership Team of Church of God Ministries.

**Patient Relations Coordinator & Chaplain, UPMC Presbyterian Hospital 2002 – 2008**

As a Patient Relations Coordinator, I was responsible for being a liaison between the patients and the hospital administration. This included management of patient's issues and complaints, as well as developing and presenting creative solutions to improve the patient's experience and relationship with the hospital. In this position, I was responsible for managing of complaints through the formal complaint process, and insuring that this process was followed according to CMS and DOH guidelines. During my tenure as a Patient Relations Coordinator, I was responsible for preparing and tracking patient satisfaction results through the Press Ganey Company, and reporting those results to the management of the hospital in several different venues. Specifically, I developed queries for the clinical areas which I supported (General Medicine, Abdominal Transplant, Urology, Orthopedics, General Surgery, Gastroenterology, and Same Day Surgery, as well as some other key areas of the hospital. I provided these reports to the Clinical and Unit Directors at their meetings, and discussed with them the significance of the measurements and initiatives to improve the results. I also developed queries and presented Press Ganey results to other key areas of the hospital outside of my direct responsibility area, like the ER. As a part of this responsibility, I presented Press Ganey results at the Cross-Team monthly meetings of the departmental heads of the hospital. I also was a member of the Palliative Care Team and the Medical Ethics Team of the hospital.

As a Chaplain for UPMC Presbyterian Hospital in Pittsburgh, PA, I served as both a Casual (on-call) Chaplain, and in a Part-time capacity. During this time, I interfaced with patients, family of

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patients, and the staff of the hospital to provide Pastoral Care in whatever situations it was needed. This included in-room visitation, participation with other departments of the Hospital, e.g. Palliative Care, and on-call activities.

### **Senior Pastor, Lincoln Avenue Church of God**

**1996 - 2002**

As the **Senior Pastor** of the Lincoln Avenue Church of God in Pittsburgh, PA, I executed all of the Sacerdotal duties of the Senior Pastor, including preaching, teaching, counseling, administration, and the performance of all ordinance functions. During this time, I worked to execute the vision for ministry, including the communication of the vision, the preparation for it, the team building necessary to fulfill it, and the encouragement and direction needed to stay focused. Specifically I worked to change the structure of ministry for this older congregation to move to a cell-based ministry structure. During my tenure at Lincoln Avenue Church of God, several people were called into ministry, and five were coached and developed from calling to ordination. I also was a member and then chairman of the Credentialing Services Team of WPA Ministries. I consulted with several churches in Western PA through crises and pastoral transition.

### **Marketing & Sales Roles, Digital Equipment Corporation**

**1985 – 1987; 1989 – 1996**

As a Marketing Executive, specializing in Telecommunications, and a Sales Executive in Maryland and Northeast Ohio, specializing in custom solutions to large Telecommunications Corporations, I was successful in selling, and supporting the efforts to implement, over 40 million dollars of computing solutions to large telecommunications companies. As a **Senior Sales Representative**, I was responsible for selling and implementing well over 8 Million dollars of information systems solutions to Manufacturing and Healthcare Organizations.

### **Dowling Associates and Microtek Systems, Inc.**

**1987 - 1989**

During this period, I worked with two companies. With Dowling Associates, I was responsible for selling contract services for the development and support of complex information systems applications. With Microtek Information Systems, I was responsible for selling computer hardware as a Broker / Product Line Manager.

### **Marketing Representative, IBM Corporation**

**1979 – 1984**

As a **Marketing Representative**, I was responsible for selling and implementing (with a team) complex computing solutions to solve customer business problems across several key industries (Manufacturing, Education, Transportation, and Healthcare).

## **Education**

Mount Union College, 1979 Alliance, OH, Bachelor of Arts: Accounting, Communications Minor  
Post Graduate Study: Theology, Anderson University School of Theology 1984  
Numerous Seminars and Classes in Theology, Information Systems, and Healthcare  
Coaches Training Institute, Church of God, Graduated 2012

## **Boards, Certifications & Coaching Opportunities**

GA President & Ministries Council Chair, WPA Ministries of the Church of God 2015 - Current  
Trustee, Servant Solutions Board of the Church of God, 2015 - Current  
Board Member, East Liberty Family Health Care Center, Pittsburgh, PA, 2015 – Current  
Member of Planning Board, Pittsburgh Pastoral Care Conference, 2015 - 2017  
Certified Coach through the Coaching Training Institute 2012  
Coach for the Leadership Initiative of Florida Ministries 2015  
Coach for the Leadership Focus of Church of God Ministries 2016 – Current  
Instructor for 360 Leadership Conference in WPA Ministries 2017 & 2018

## **Family**

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Wife: Sharon (Married in 1984)  
Children: Anna (30)  
          Joshua (28)  
Grandchild: Akhil (6)

## **References**

Rev. Charles Myricks, Chief Operating & Development Officer, National Association COG

Rev. Rebecca New-Edson, Director of Ministries, WPA Ministries of the Church of God

Jeff Jenness, President, Servant Solutions Pension Board of the Church of God

Rev. Dr. Ronald J. Fowler, Pastor Laureate, Arlington Church of God, Akron, OH

Kirk Bookout, Development Director, Children of Promise

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