

Christopher Kohei Hill

Organizational Transformation Leader | Change Enablement | AI Transformation | Operating Model & Organizational Design

Houston, TX | (773) 266-2121 | christopher.hill@chilldesign.com

PROFESSIONAL SUMMARY

Transformation and change enablement leader who helps organizations turn strategy into sustainable changes in how people work, make decisions, and deliver outcomes. Background spans organizational design, Agile transformation, product and delivery systems, leadership development, and AI-enabled operating models.

Leads coaching functions, develops leaders and teams, advises executives, and applies empirical delivery and team-health data to organizational decisions. Brings a systems-thinking, practical change-management approach focused on adoption, workflow redesign, leadership alignment, and durable operating-model change.

EXPERIENCE

OCT 2023 - PRESENT

Agile Coach Manager | cPanel | Houston, TX

- Lead the Agile coaching function, setting direction for coaching capabilities and aligning the function with organizational priorities.
- Lead organizational transformation initiatives that improve how teams, leaders, and departments work together to deliver business outcomes.
- Advise executive leadership on organizational design, delivery systems, operating-model decisions, and the implications of strategic change.
- Use team-health metrics and delivery intelligence to identify systemic constraints and inform organizational and structural decisions.
- Led organizational integration work during mergers and acquisitions, helping align teams, workflows, structures, and operating practices.
- Expanded Agile practices beyond software engineering into broader business functions, adapting approaches to varied organizational contexts.
- Built an AI-augmented Coaching-as-a-Product capability to improve the scalability, consistency, and effectiveness of organizational coaching.
- Lead the evolution of the coaching function for an increasingly AI-driven organization, exploring the effects of agentic AI on workflows, roles, decision-making, and structures.
- Manage Agile Coaches through mentorship, career development, performance evaluation, and professional development; oversee departmental headcount, budget, educational resources, and training initiatives.

OCT 2021 - OCT 2023

Agile Coach II | cPanel | Houston, TX

- Facilitated Agile ceremonies, including sprint planning, daily scrums, retrospectives, and demos.
- Conducted educational and team-building exercises to support Agile adoption.
- Mentored developers, QA professionals, and UX designers on career growth and Agile methodologies.
- Authored Agile training materials for new hires and organized department-wide training initiatives for other departments.

JAN 2021 - SEPT 2021

Web Advisor | Newfold Digital | Houston, TX

- Provided technical support for web hosting, cloud backup, and data-security products.
- Acted as a customer-service liaison, resolving client inquiries and helping clients develop strategies to meet business needs using company products and services.
- Worked with Salesforce, WHM, cPanel, and command shell tools.

MAY 2020 - JAN 2021

IT and Marketing Manager | Mina Corp. | Chicago, IL

- Managed IT and marketing departments, overseeing e-commerce websites and customer-support training.
- Developed networking strategies for catering and marketing opportunities with external clients.
- Managed email campaigns using Constant Contact.

APR 2019 - JUL 2019

Scrum Master (Contract) | Ontellus | Houston, TX

- Provided Agile coaching and mentoring to multiple teams, emphasizing SAFe, PLM, and SDLC practices.
- Facilitated conflict resolution and coordinated with external resources and stakeholders.
- Managed project communications and status updates for executives.

MAR 2018 - MAR 2019

Software Development Manager & Scrum Master | Birkman | Houston, TX

- Led software-development projects for internal and external clients as Product Owner and Scrum Master.
- Managed production support, QA, and coordination of US-based and offshore teams.
- Conducted coaching, mentoring, and performance tracking for multiple teams.

JUN 2017 - FEB 2018

IT Manager & Scrum Master | Birkman | Houston, TX

- Oversaw IT department operations and coordinated development initiatives.
- Managed on-site and co-located data centers and provided internal client support.
- Served as Scrum Master for IT projects, facilitating Agile ceremonies and team collaboration.

DEC 2015 - MAY 2017

Front-End Applications Developer & Scrum Master | Birkman | Houston, TX

- Led Agile development projects in a LAMP-stack environment, with a focus on responsive design and prototyping.
- Managed the IT development team as Scrum Master, using Git and Atlassian tools.
- Collaborated with cross-functional teams to deliver software solutions.

NOV 2012 - NOV 2015

Scrum Master & UI Architect | Invesco | Houston, TX

- Led onshore and offshore teams as Scrum Master, emphasizing Agile development practices.
- Developed responsive, mobile-friendly UI designs using HTML5, CSS3, and JavaScript frameworks.
- Used VersionOne and Bugzilla for project management.

NOV 2011 - NOV 2012

Senior Web Developer | 2020 Exhibits | Houston, TX

- Developed HTML5-based UI for interactive displays and corporate websites.
- Implemented front- and back-end web solutions using HTML, CSS, PHP, and jQuery.
- Managed email campaigns and provided graphic-design support.

JAN 1999 - NOV 2012

Owner | CHill Design | Chicago, IL / Houston, TX

- Founded and operated a multidisciplinary design and development firm specializing in web development, SEO, social media marketing, and publication design.
- Worked with clients including AstraZeneca, Nintendo of America, and the Chicago Park District.
- Developed websites using .NET, ASP, PHP, and Ruby on Rails, with extensive use of JavaScript and jQuery frameworks.

JAN 2011 - NOV 2011

Interim Web Manager | Houston Independent School District | Houston, TX

- Led website and UI development projects using modern web design techniques and technologies.
- Oversaw professional development and mentoring of staff members.
- Consulted with other departments on user-experience issues and managed support for more than 80 schools during the Centricity2 rollout.
- Assumed interim management responsibilities, including reporting, workflow coordination, and employee support.

CORE SKILLS

Organizational Transformation | Change Enablement | Operating Model Design | Organizational Design | AI Transformation | Agile Transformation | Leadership Development | Executive Advisory | Team Health & Delivery Intelligence | Facilitation | Conflict Resolution | Product & Delivery Systems | Agile Project Management | Product Management | SDLC | SaaS | Jira | Confluence | Story Mapping | Product Roadmaps | Web Development | UX Design

EDUCATION

Bachelor of Arts, User Experience Design | International Academy of Design and Technology | Chicago, IL | June 2001