

# JOHN STUART CLICK

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## PROJECT N95, C19 COALITION

*Chief Of Staff / DevOps / People Ops Lead*

- As Chief of Staff at Project N95, led strategic initiatives to streamline operations and enhance efficiency in a high-stakes environment.
- Worked directly with the CEO and the leadership team, facilitating critical information flow and driving important decision-making processes.
- Leveraged technical understanding of AI and machine learning to inform strategic plans and enable the team to adapt to evolving needs.
- Coordinated global operations, managing complex projects across different time zones and cultures.
- Identified and navigated emerging risks and opportunities, demonstrating a proactive approach and contributing significantly to the company's growth.
- Drive strategic priorities, initiatives, special projects & cross-functional efforts spanning all operational units
- Manage All Hands programming, oversee internal staff meetings, including agendas, notes & action items
- Diagnosed problems, created data-driven, actionable & scalable recommendations to solve them with accountability to entire leadership team, executing recommendations leadership had prioritized for action
- Designed & implemented key operational processes across the organization to improve alignment & accountability across the organization, impacting team members working remote from multiple continents
- Worked with the leadership team on key people initiatives including recruiting, organizational planning, team engagement & oversight of onboarding processes to acquire & develop both volunteer & employee talent
- Developed opportunity and executed contract management of organizational partnership with WhenToTest.org & Arizona State University, funded by subcontract of NIH NIBIB RADx Initiative grant #U54EB015408, to bring COVID-19 at-home Over-The-Counter (OTC) & Point-of-Care tests to Project N95's online marketplace
- Spearheaded coordinated national social media & influencer strategy to gain earned media coverage in NPR, New York Times, Washington Post, CNN, MSNBC, Reuters, USA Today, Scientific American & the WSJ.
- Led initiative to recruit, train, motivate & direct a remote Social Media volunteer team, resulting in 3,700% growth in Twitter following, engaging with major influencers in health equity, COVID, masking & clean air.
- Led overhaul of technical infrastructure to earn NIST 800-171 certification to meet NIH contract requirements, including deployment of SAML/provisioning tools, DLPs, change-control processes, and record retention.
- Support Executive Director & leadership in day-to-day tech, sales, partnership and publicity operations/strategy
- Responsible for organization's entire cloud software technology stack, including roadmap planning & deploy
- Grew organization from 30 people in May of 2020 to a team of at times hundreds, including volunteers, contractors and employees from multiple continents and across the United States, all collaborating remotely.
- Established an initial double-blind RFQ marketplace and transitioned our shop back-end to 24/7 e-commerce platform that scaled to support daily unique site visitors (at the height of the Omicron wave) of over 250,000
- Built a custom applicant tracking system, with multi-round interview process including vetting, screening, & a data dashboard, in a non-native relational online collaborative database, Airtable, for asynchronous collaboration between team members from multiple continents for evaluation and skill-matching for roles.
- Built from scratch a protocol to onboard over 400 volunteers, interns & staff to learn culture, tools & mission
- Supervise and support day-to-day maintenance of enterprise-grade platforms: Slack, Google Workspace, Shopify, Google Cloud Platform, SendGrid, Notion, Airtable, Github, AWS, ZenDesk, & Contentful.
- Directed variable team of up to 6 volunteers to screen over two thousand applications, onboarding 400+ volunteers, via 900+ candidate interviews in 4 months; created detailed 12 page playbook for said process to rapidly deploy new volunteers to screening team; leveraged AI to build an internal Notion knowledge base
- Oversaw technical divestiture from original SaaS provider, including AWS and Google root-domain transfers
- Bootstrapped and sustained Project N95's technical infrastructure, including an applicant tracking system (Airtable), our front-end (headless react CMS via Contentful, Gatsby & Netlify), and our back-end (GCP).

San Francisco, CA

Apr. 2020 – Present

## THE WHITE HOUSE, OFFICE OF SCHEDULING & ADVANCE

*Volunteer Advance Associate, Administration of President Joseph Biden*

- Served in an executive role on the White House Advance team, showcasing adaptability & performance in a fast-paced, high-stakes environment.
- Managed complex stakeholder alignment tactics, demonstrating leadership & strategic decision-making skills.
- Played a key role in networking with leaders in corporations, governments, and civil society organizations.
- Developed a deep understanding of U.S. and international policy environments, utilizing this knowledge to inform strategic initiatives.
- Demonstrated high emotional intelligence and communication skills, effectively navigating complex cross-team projects and accelerating decision-making processes.
- Cultivate creative organizational solutions for successful event planning, brokering consensus between all stakeholders, balancing shifting timetables, fluid participants, reorganized priorities, compelling budget obligations, & developing current events

Various Locations

Jun. 2020 – Present

- Briefed President Joseph Biden upon his arrival to tour storm damage to esplanade businesses in Capitola, CA. Served as liaison between local business owners, U.S. Secret Service, local political leadership, White House Communication Agency teams, and White House staff for event layout, presentation, press staging/entry/exit, tour participants, and more.
- Manage site logistics for Presidential trips, including crowd ingress/egress, lodging, motorcade support & press
- Organized logistics of Vice Presidential trips, including site-wide coordination, crowd, & hotel operations
- Led site coordination and briefed Vice President Kamala Harris' for her visit to IBEW Local Union Hall, Pittsburgh, PA

### **GOOGLE, CLOUD, TECHNICAL INFRASTRUCTURE**

Mountain View, CA

*Administrative Business Partner, Data Center Delivery & Engineering (DCDE)*

Jan. 2017 – Oct. 2017

- Directly supported one VP and two Directors, with 1800 Global Google Data Center construction team reports
- Scheduled daily meetings with team members in 15 different global data center locations, across 12 time zones
- Coordinated travel, event & hotel logistics for global team summits in Singapore and Sunnyvale, California
- Acquired enterprise-level expertise in G Suite tools, including Sheets, Docs, Gmail, Calendar, Slides, Keep, Drive, & Concur Travel

### **THE WHITE HOUSE, OFFICE OF MANAGEMENT & ADMINISTRATION**

Washington, DC

*Information Services Operator, Switchboard, Administration of President Barack Obama*

Jan. 2011 – Jan. 2017

- Personally staffed President Obama & determined proper call routing for calls to/from foreign Heads of State, Cabinet Secretaries, Members of Congress, senior staff, state/local government officials, the entire First Family, and private citizens during unfolding crises
- Coordinated distribution of Press reports and White House Situation Room internal briefs to switchboard staff
- Earned White House Personnel Security Office Clearance: Adjudicated to Top Secret-level, granted Secret
- Created 300 plus page directory for VIPs, Cabinet members, 535 Members of Congress, & all 50 Governors
- Supervised 2016 WH Easter Egg Roll entrance staff team of 60, facilitating entry of over 35,000 guests
- Led teams for White House events, including 6 State Arrivals, 5 Easter Egg Rolls, & Social Office functions

### **THE WHITE HOUSE, OFFICE OF SCHEDULING & ADVANCE**

Washington, DC

*Advance Associate, Administration of President Barack Obama*

Oct. 2009 – Jan. 2017

- Organized logistics of Presidential trips, including large-scale crowd management, VIP guest handling, & press
- Personally briefed President Barack Obama on his arrival to Forsyth Technical Community College, NC
- Coordinated logistics for 15 Presidential trips, including the First Family's visit to Yosemite National Park, CA
- Liaised with National Security Staff, Department of Homeland Security (DHS), and United States Secret Service for President's visit to DHS's National Cybersecurity and Communications Integration Center (NCCIC) sensitive compartmented information facility (SCIF)

### **OBAMA FOR AMERICA**

NH, OH, IN, KY, SD, & PA

*Field Organizer*

Nov. 2007 – Nov. 2008

- Led Field Operations in Bucks County, Pennsylvania, with Obama / Biden winning 18,534 votes (51.28%)
- Mobilized hundreds of volunteers to & accompanying logistics to support voter contact and persuasion efforts across diverse constituencies for primaries and general election campaigns in multiple states.

## **EDUCATION**

### **EARLHAM COLLEGE**

Richmond, IN

*Bachelor of Arts in Fine Art, concentration in Photography*

May 2008

**Skills:** Google Workspace, Google Cloud Platform, Jira, Trello, Slack Enterprise Admin, Okta, Zapier, Airtable, MySQL, JavaScript, React, Python, HTML5/CSS, Concur, Cisco Financials, QuickBase, Microsoft Office, SharePoint, Adobe CC, LexisNexis, iOS, MacOS, Github, StackOverflow, Amazon Web Services (AWS), ZenDesk, Twitter