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Phil LeVota
Jackson County Executive

EXECUTIVE ORDER NO. 25-41

TO: MEMBERS OF THE LEGISLATURE
CLERK OF THE LEGISLATURE

FROM: PHIL LEVOTA
COUNTY EXECUTIVE

DATE: DECEMBER 16, 2025

RE: APPOINTMENT TO THE KANSAS CITY AREA TRANSPORTATION
AUTHORITY COMMISSION

I hereby make the following appointment to the Kansas City Area Transportation Authority Commission:

Chris Whiting, to replace Bryon Craddolph, for a term to expire 12/31/2029.

A copy of his resume is attached.

12-17-25

Date



Phil LeVota, County Executive

Christopher R. Whiting

714 E. Red Road
Independence, MO 64055

cwhiting11@gmail.com
816-674-1825

Accomplished training department leader, curriculum developer, copywriter, and facilitator who increased overall close ratio 12% for 2,500 sales representatives nationwide.

- ◆ Performed in-depth needs analysis for international company evaluating existing sales practices and numbers. Determined opportunities and constructed action plan to improve performance.
- ◆ Developed and implemented a new sales process and training program, gaining buy-in from employees, managers, and executives at all levels.
- ◆ Decreased training time 25% and decreased ramp up time 50% while improving both sales numbers and quality scores for 200 telesales representatives.

Strategic and operational leader able to pinpoint areas for increased efficiency, implement new processes, and coach direct reports to success.

- ◆ Created new operational model to increase efficiency and diversify career paths for skilled professionals in software development.
- ◆ Hired, devised training curriculum, and provided continuous feedback for new engineering managers. Direct responsibility for operational excellence and process improvement.

Skilled leadership coach and learning consultant able to pinpoint areas of opportunity and synergistically develop solutions with all players involved. Comfortable in pressure situations.

- ◆ Devised successful mentoring program decreasing ramp up time of sales managers by 18%.
- ◆ Served as HR Coach for Executives at Fortune 500 company to facilitate on-the-job professional development.
- ◆ Developed curriculum path for sales representatives decreasing turnover and increasing job satisfaction.

Expert media consultant and video copywriter who fostered partnerships with multiple business groups, creating strategies for business process improvement.

- ◆ Co-developed eMedia strategy and helped lead the execution.
- ◆ Created multiple digital training solutions from consultation, to concept, to creation, and final delivery.

Education and Expertise

MA, Communication/English, Northwest Missouri State University, Maryville, MO
BS, Speech Communication, Northwest Missouri State University, Maryville, MO

Past Training Certifications: *7 Habits of Highly Effective People* (FranklinCovey), *What Matters Most* (FranklinCovey), *Building Trust* (FranklinCovey), *Getting to Synergy* (FranklinCovey), *Situational Leadership II* (Blanchard), *Achieving Extraordinary Customer Relations* (Achieve Global), *Coaching in a Telemarketing Environment*, *Successful Employee Selection*, *Effective Meetings*, *Preparing to be Interviewed*, *Presentation Skills*, and *Trainer Excellence Workshop*.

Completed coursework/certifications: *Principle-Centered Leadership* (FranklinCovey), *Performance Consulting* (FKA) *Instructional Design* (FKA), *Performance Consulting Workshop* (Blanchard/Robinson).

Managed the following functional areas: (Training and Development): *training delivery, training development, leadership consultation and development, digital learning, and video production*, (Software Development): *.NET, PHP, iOS, Android, JVM, Front End, UX, and Project Management*.

Community Involvement: *Current Board Member, United Consumers Credit Union; Former Council Member at-large, Mayor Pro Tem, City of Independence MO; Former Trustee, KC Metropolitan Community College.*

Work History

<i>Jackson County</i>	Kansas City, MO
Chief Policy Officer	2025-present
<ul style="list-style-type: none">• Evaluate County policies for adherence to statutes, efficiency, and effectiveness• Create new policies, as necessary, working closely with county employees, SMEs, and experts• Perform special projects as directed by the County Executive	
<i>A Place For Mom</i>	New York, NY
Director, Learning and Development	2022-2025
<ul style="list-style-type: none">• Lead the facilitation, design and development functions for company training• Manage nationwide remote workforce• Created ongoing learning path for tenured employees• Launched leadership development department from ground up• Regularly consult with C-Suite members regarding learning initiatives	
<i>Quest Diagnostics</i>	Lenexa, KS
Senior Manager, Learning and Development	2019-2022
<ul style="list-style-type: none">• Led the training and QA functions for National Consumer Services University (NCSU)• Managed team of learning experts and managers in multiple locations• Led the CEC council to gather insights from front line employees• Built presentations for, and reported out to, Executive and C-Level audiences	
<i>Sprint</i>	Overland Park, KS
Senior Manager, Training Delivery	2017-2019
<ul style="list-style-type: none">• Led the training delivery function for business sales, customer care, network, and IT.• Devised and implemented the Trainer in Development program to upskill high-potential operations personnel and meet increased training demand.• Served as HR Coach for a group of 10 Vice-Presidents.• Mentored high-potential individuals identified as having great leadership capability.	
<i>The Nerdery</i>	Kansas City, MO
Manager, Client Technology Solutions	2015-2017
<ul style="list-style-type: none">• Managed team of 37 software developers, project managers, and UX practitioners. Coached for employee success and executed performance improvement plans as necessary.• Created and implemented new organizational structure with team managers, reducing the need for non-billable headcount.• Responsible for operational and workflow efficiencies.• Handled client escalations to ensure satisfaction.• Contributed to sales efforts in both new pitches and expanded engagements with existing clients.	
<i>Sprint</i>	Overland Park, KS
Training Manager/Copywriter/Consultant	2001-2015
<ul style="list-style-type: none">• Created digital training solutions that saved >\$400,000 annually in classroom time, travel, and lost productivity.• Managed team of media writers, videographers, and designers.• Served as on-camera facilitator/SME for Sprint University training videos.• Consulted with management and executives to determine learning needs and appropriate solutions.• Mentored Instructional Designers on writing for video and other media.	