

## **John Spencer - Biography**

John, a nationally recognized speaker on soft skills, brings a relatable voice and a valuable perspective to this topic, particularly emotional intelligence. His insights, refined over years of experience, have established him as a trusted speaker at ARMA's chapter meetings and national and regional conferences. He has also been a guest speaker at colleges and universities, offering his unique insights to a diverse audience.

With a career spanning over 30 years in corporate America, John has worked for renowned companies such as Ernst and Young (EY), The Coca-Cola Company, The Home Depot, and DuPont. He's currently the Enterprise RIM Manager for Kemper Insurance.

His extensive experience in team leadership, people management, and leading projects while collaborating in matrixed environments has given him a deep understanding of soft skills, particularly emotional intelligence, and their crucial role in the workplace.

John's expertise in soft skills has been widely acknowledged, particularly at the 2018 ARMA International Conference. His presentation, which garnered the highest ratings for Top Education Session and Presenter, solidified his standing as a leader in the field. His role as the keynote speaker for the 2019 ARMA InfoCon Leadership Summit further attests to his recognition and influence.

John's leadership roles within ARMA since 2008 are a clear demonstration of his commitment and influence in the RIM industry. In the Dallas ARMA Chapter, he served multiple terms as the Chapter President and held various roles on the Chapter Board. His contributions extended to the ARMA Southwest Region Board, where he served as the Chapter Advisor for Marketing and Membership and as a Senior Chapter Advisor.

Currently, he is a member of the ARMA National Chapter Advisory Committee, a position that further solidifies his recognition in the industry.

John has been personally committed to supporting the Greater Dallas community by participating in community organizations such as United Way, Boys & Girls Club, Big Brothers Big Sisters, Junior Achievement, and the Development School for Youth Project of Dallas. In addition, he served as NABA's Dallas chair for student relations, providing mentoring and career-readiness support to college students throughout the Dallas/Fort Worth area.