

JOHN R ROBERTSON

CHIEF TECHNICAL SERVICES OFFICER | PERFORMANCE IMPROVEMENT PRACTITIONER | DOCTORAL RESEARCHER

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PROFESSIONAL SUMMARY

Executive leader and performance improvement practitioner with 21 years of U.S. Air Force Special Warfare experience in the Tactical Air Control Party community. Leads technical services, learning strategy, instructor development, and organizational performance work in complex, high-stakes environments. Combines operational experience, technical integration, adult learning, and evidence-informed research to help organizations turn specialized knowledge and emerging technology into reliable capability.

AREAS OF EXPERTISE

Technical Services Strategy	Performance Improvement	Learning and Capability Strategy
Instructor Development	Technical Integration	Executive Communication and Speaking

PROFESSIONAL EXPERIENCE

Weapons and Tactics Alliance Group

Chief Technical Services Officer | September 2026 to Present

- Leads the Technical Services Division across technical integration, customer training, field support, instructor capability, and performance improvement.
- Connects customer needs with sales, engineering, project management, and operations to ensure proposed solutions are technically viable, supportable, and aligned with the required capability.
- Guides technical services and learning strategy for tactical communications, networking, electromagnetic spectrum operations, small unmanned aircraft systems, data links, and related mission technologies.

Chief Learning Officer | October 2024 to August 2026

- Directed organizational training strategy, course design, instructor development, program evaluation, and learning technology for defense customers and internal personnel.
- Oversaw training operations that delivered more than 1,000 instructional hours to over 500 Department of Defense customers, with 4.8 out of 5 customer satisfaction and 94 percent relative knowledge retention.
- Established measures for training effectiveness and used customer feedback, knowledge results, and after-action reviews to improve learning transfer and field performance.

National Guard Bureau

Vice President Special Warfare Operations | April 2023 to October 2024

- Forecasted, budgeted, and allocated a \$38 million portfolio supporting 3,500 personnel across 13 locations in 11 states.
- Prepared decision briefings, point papers, and background research for senior executives while guiding modernization, acquisition oversight, and global operational readiness.

Illinois Air National Guard

Regional Director of Instructors | January 2021 to April 2023

- Oversaw upgrade and proficiency training for 520 service members in high-risk operational positions across five states.
- Developed, coordinated, and evaluated five distinct curricula for six geographically separated organizations and strengthened instructor development across the region.

Director of Operations | August 2018 to January 2021

- Managed daily operations for 82 personnel and a \$1.2 million operations and maintenance budget while aligning resources with organizational objectives and individual development.
- Delivered senior-level decision briefings that helped secure more than \$1.4 million in innovation funding for advanced communications systems.

United States Air Force Weapons School and Air Force Special Warfare

Deputy Director of Operations and Chief Instructor | March 2013 to August 2018

- Supervised 12 instructors and directed more than 900 high-risk training missions incorporating live-fire ground and air-to-ground weapons employment.
- Developed the first formal syllabus for a 100-person organization, totaling 169 hours across classroom, simulation, and applied learning environments.
- Led instructor development, capability assessment, tactics development, and publication efforts for specialized operational communities.

EDUCATION

Doctor of Education in Leadership and Innovation in Education | Purdue University Global | Doctoral Student

Master of Science in Organizational Performance and Workplace Learning | Boise State University | 2023

Graduate Certificate in Workplace Instructional Design | Boise State University | 2023

Bachelor of Science in Information Technology Management | American Military University | 2011

SELECTED PROFESSIONAL EDUCATION

- United States Air Force Weapons School, Joint Terminal Attack Controller Weapons Instructor Course
- United States Marine Corps Weapons and Tactics Instructor Course, Air Officer Division
- Squadron Officer School, Organizational Leadership and Management
- Joint Terminal Attack Controller Qualification Course

RESEARCH AND SPEAKING FOCUS

Current doctoral research examines how experienced instructors diagnose learner performance and select interventions in high-stress adult learning environments. Speaking and consulting interests include instructor development, adaptive expertise, learning transfer, after-action review, performance improvement, technical capability integration, and leadership in complex organizations.

SELECTED PUBLICATIONS AND PROJECTS

- Doctoral research in progress: Instructor diagnosis and intervention in high-stress adult learning environments
- Co-author, AFTTP 3-2.6 Joint Fires Tactics Techniques and Procedures, 2019
- Project lead and co-author, Tactical Air Control Party capability roadmaps and tactics publications, 2019 to 2021
- Author, Bridging the Gap: USMC and USAF Close Air Support Tactics Techniques and Procedures, 2015

OPERATIONAL CREDENTIALS

Retired United States Air Force Major with 21 years of service in Air Force Special Warfare. Former squadron commander, branch chief, Weapons School instructor, and Joint Terminal Attack Controller evaluator and instructor. Four combat deployments and more than 400 combat missions. Recipient of two Bronze Star Medals.

SELECTED ENGAGEMENT TOPICS

- Turning training completion into demonstrable capability
- Developing instructors who can diagnose performance under pressure
- Capturing expert judgment and transferring tacit knowledge
- Connecting technical integration, learning strategy, and operational performance
- Using after-action review and evidence to improve organizational learning