LESSONS ON LEADERSHIP

Speaker's Biographies

Michael Alba

Director of Teaching and Learning
Seminole County Public Schools

Michael Alba is an educational leader with over three decades of experience in K-12 education, instructional leadership, and professional learning. He currently serves as Director of Teaching and Learning for Seminole Public Schools, where he oversees curriculum frameworks, instructional materials, professional development, and key state and federal educational initiatives. Previously, he served as Director of Professional Learning and Development for Brevard Public Schools and as Principal of Viera High School, leading efforts that improved student achievement, expanded advanced academic opportunities, and strengthened leadership development across the district. Michael started his educational journey as a secondary math teacher.

A graduate of the University of Florida, Michael holds a Bachelor of Science degree and a master's degree in mathematics education. Throughout his career, he has been recognized for his work in developing educators and leaders, implementing innovative professional learning programs, and supporting school and district improvement initiatives.

Beyond his professional accomplishments, Michael has been married for 31 years and is the proud father of two grown daughters.

Heidi Jones

Executive Director
JP Morgan Chase

Heidi Jones is an Executive Director at JPMorganChase and leads Business Controls Support, Quality, Performance Management, Complaints, and Strategic Oversight for CCB Collections. During her 28-year career with Chase, she has held leadership roles across Card Customer Service, Specialty Operations, Auto Fulfillment, and Collections, with experience spanning Card, Overdraft, and Auto. She currently leads more than 400 professionals across five states and two countries.

Heidi sets strategy and advances transformation across controls, quality, customer experience, and operational performance. Her organization is scaling AI-enabled coaching, low-code automation,

continuous monitoring, and LLM-supported control practices to improve consistency, reduce manual effort, strengthen audit readiness, and deliver better outcomes for customers and employees.

A champion of talent and culture, Heidi serves as Executive Lead for the Leadership Excellence Amplifying Human Connection pillar. She has helped expand leader-led AI learning, mentorship, internal mobility, and practical development experiences across CCB Operations. Her leadership approach combines disciplined execution with strong human connection, balancing people and process while keeping the customer perspective at the center of decisions.

Heidi earned her MBA from the University of Phoenix while working at Chase. She and her husband, Michael, are proud parents to their son, Kipton.

Dr. Tolulope McKenzie

Vice President and Chief Medical Information Officer
Orlando Health

Dr. Tolulope “Tolu” McKenzie serves as Vice President and Chief Medical Information officer for Orlando Health, leading clinical informatics and supporting all providers and specialties in optimizing clinical information systems.

Previously, Tolu served as a physician informaticist within the information technology/clinical engineering department. During the implementation of the Epic electronic health record system, she served as a key resource for over 3,000 providers, leading their related training and education. Tolu is a double board-certified pediatrician and preventive medicine physician and is an integral member of the organization’s pediatric medical education faculty.

Prior to joining Orlando Health in 2018, Tolu led numerous domestic and international vaccine impact studies, evaluated data for vaccine policies, and developed clinical guidance for the Centers for Disease Control and Prevention (CDC).

Tolu earned her medical degree from the University of North Carolina (UNC) School of Medicine at Chapel Hill and a master’s in public health from UNC.