



Chad Thompson

Chief Operating Officer

Chad Thompson serves as Chief Operating Officer of COSI, overseeing the company's Technology, Marketing, and Membership departments. In this position, Chad will contribute to developing new business models and strategies to drive the organization forward. He began his tenure at COSI on August 24, 2023.

Chad joined COSI from Lifestyle Communities, a leading multifamily real estate developer, where he served as Chief Operating Officer. In this role, he led the \$1B+ apartment and hospitality portfolio, orchestrating a team of 650+ across 15 communities in 5 states. In this role, he delivered 31% revenue growth to over \$100M and increased NOI by 41% to \$67M by bringing together the company's apartment and restaurant operations. As COO, he championed a culture of excellence and belonging, built the Vision 2025 growth strategy, and commercialized new product and service offerings like Morning Ritual and LC GuestHouse.

Prior to becoming COO, Chad served as Chief Marketing & Technology Officer at Lifestyle Communities from 2015 to 2021. He was recruited to define the company's purpose, establish its first 5-year strategic plan, rebrand the customer-facing business, and outline a growth strategy in new markets. During this time, Chad overhauled the marketing organization and transformed information technology into a strategic advantage of the company, especially during the COVID-19 pandemic.

Before joining Lifestyle Communities, Chad spent 10 years at Nationwide in a variety of roles in Marketing, Corporate Strategy, Strategic Initiatives, and Product Management.

He began his career at Mettler Toledo, where he served as Information Technology Director for five years.

Chad earned his MBA from The Ohio State University and holds a Bachelor's of Science in Management Information Systems from Miami University. Originally from North Linden in Columbus, Ohio, giving back to the community has always been important to Chad. He has a particular passion for supporting cancer research through Pelotonia and The James Cancer Hospital and Solove Research Institute. He has participated in this remarkable movement as a rider since 2015.