

MICHAEL S. GAMBREL

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OPERATIONS & EXCELLENCE LEADER | BUSINESS STRATEGY

Fostering operational optimization, innovation, transformation, and strategy through dynamic leadership and vision.

Revolutionary and high-performing Operations Leader and Integrator with a focus on developing and directing teams to ensure productivity, efficiency, and transformational results within the financial services landscape. I partner with visionary leaders to translate their strategic future into actionable operational plans. My expertise lies in engaging across all organizational levels to facilitate the seamless execution of strategic initiatives, driving measurable improvements in profitability and customer satisfaction. I cultivate an authentic and inspirational leadership style that builds trust, loyalty, respect, and delivers exceptional financial outcomes.

- Strategic Planning & Execution
- Business Insights & Reporting
- Team Leadership & Motivation
- Change Management
- Lean Six Sigma Master Black Belt
- Lean Six Sigma – ASQ Black Belt
- SAFe Agile Methodology
- Process Engineering
- Problem-Solving
- Data Analytics
- Performance Metrics
- Quality & Business Excellence



Professional Experience

2024 to 2025 • COMMUNITY HEALTH NETWORK • Indianapolis, IN

Non-profit health system with more than 200 sites of care and affiliates with patient revenues of over \$3 Billion

Senior Transformation Consultant (Master Black Belt)

- Assist in optimizing The Way We Improve (Lean Six Sigma) and Business Process Management (BPM) strategies.
- Work within Service Now to oversee/manage project documentation of TWWI efforts.
- Facilitated project to develop ESG framework and reporting for the organization.
- Lead project to develop a comprehensive physician succession and transition program.
- Support the annual plan that aligns with strategic and operational goals of the Network.
- Use and application of statistical data analysis to achieve desired outcomes for complex projects.
- Facilitate communication across a series of related projects/programs, monitoring and managing risk, and assessing portfolio health status.
- Work with Finance and other division leaders to define business cases, project initiation, and valuation standards and practices.
- Implement and oversee Network Transformation Services portfolio of improvement projects and programs.
- Develop and lead Lean Six Sigma belt education as the organization's sole Master Black Belt.

2020 to 2022 • FREEDOM MORTGAGE • Fishers, IN

Private company that specializes in verified financial services with \$1.6B in annual revenue

Director, Business Analytics

- Brought into the organization to help navigate a period of hyper-growth, assisted the wholesale division by incorporating analytics and built out the team to ensure this capability existed within the division.
- Implemented the first ticketing system for an operations department in the company using ServiceNow.
- Designed the KPI's, SLAs, and dashboards used in the wholesale division, resulting in automated reports to streamline operations.
- Integral to the division being able to manage processes and provide insight into stages of operations to meet SLAs.
- Led the analytics team through an increase in requests of over 100% while simultaneously reducing turn time by over 50% using tools such as Tableau, SQL, Webfocus, Excel, and Salesforce.
- Developed quality assurance tracking and reporting system for operations.
- Member of the change management team responsible for ensuring that all changes were reviewed and designed at an organizational system level to reduce negative impacts and ensure effectiveness.

2015 to 2020 • 19TH CAPITAL GROUP • Indianapolis, IN

Provided asset financing and fleet management solutions for operators of Class 8 fleets across the North American trucking industry.

Director of Operations Improvement (2018-2020)**Director of Administrative Operations (2017-2018)****Manager of Systems Analytics & Administration (2016-2017)****Operations Analyst (2015-2016)**

- *Led multiple operational groups including improvement, shop administration, accounts payable, parts and inventory, quality management, call center, and analytics.*
- *Reduced operating expenses through improvement projects by over 18% or approximately \$40 million annually.*
- *Hired initially as an analyst and helped the company get set up on industry software, Karmak Fusion. Continued as the system administrator for Fusion, eventually becoming the system administrator for Salesforce at the company as well.*
- *Assisted with Fusion system implementation and led the initial and ongoing training for Fusion.*
- *Promoted to management in less than 1 year and again to director in an additional 7 months due to performance.*
- *Created and led the change management program for the company to ensure that all proposed changes were reviewed and the impact on all areas of the company were discussed with appropriate stakeholders.*
- *Improved productivity by over 25% by utilizing improvement methodologies including Lean Six Sigma. Led the entire improvement program overseeing multiple projects in progress simultaneously.*
- *Negotiated and oversaw relationships with vendors, suppliers, and consultants.*
- *Responsible for inventory with 25 direct reports and upwards of 40 indirect employees, managing a monthly budget of \$2-5M.*
- *Helped found the 19th Capital Employee Engagement Committee that implemented many employee engagement initiatives, including employee events and recognition.*
- *Chaired the corporate safety committee for the company that oversaw the corporate safety plans and policies.*
- *Completed executive and board level reporting, including MD&A for operations.*
- *Developed and documented initial company SOP's and KPI's.*

2022 to Present • BALL STATE UNIVERSITY • Muncie, IN

Non-profit University in Indiana with a business school that is AACSB Certified

Adjunct Instructor (2022-Present) / Assistant Lecturer (Fall 2023)

- *Teach courses operations management, process strategy, quality and performance, Lean systems, Six Sigma methodology, capacity planning, project management, forecasting, inventory management, and supply chain design and integration.*

2022 to Present • FRANKLIN UNIVERSITY • Columbus, OH (Remote)

Private university for adult learners in downtown Columbus, OH

Adjunct Instructor / Faculty Advisor

- *Teach courses for the business school including Six Sigma and Operations Management in Graduate and Undergraduate schools.*

Education & Professional Development

FRANKLIN UNIVERSITY • Doctor of Healthcare Administration

BALL STATE UNIVERSITY • Master of Business Administration

FRANKLIN UNIVERSITY • Bachelor of Science, Business Administration

IVY TECH COMMUNITY COLLEGE • Associate of Applied Science, Business Administration

Certified Lean Six Sigma Master Black Belt • Certified SAFe 5 Agilist

OSHA 30 Hour • Diploma in Project Management • Disney Institute Courses in Leadership, Engagement, and Quality