

MICHAEL S. GAMBREL

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EXECUTIVE OPERATIONS LEADER | INTEGRATOR | BUSINESS STRATEGY

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

Fostering corporate strategy, operational optimization, innovation, and transformation through dynamic leadership and vision. A high-performing Operations Leader and Integrator with a focus on developing and directing teams to ensure productivity, efficiency, and transformational results, specializing in translating visionary leadership into actionable operational strategies. Adept at analyzing strategies, capitalizing on best practices, and solving complex business problems using data-driven decision-making, with proven versatility across various industries. Possess an authentic and inspirational leadership style that generates trust, loyalty, respect, and results.

- Strategic Planning & Execution
- Business Insights & Reporting
- Team Leadership & Motivation
- Change Management
- Management Consulting
- Process Improvement
- Sales & Marketing
- Problem-Solving
- Data Analytics
- Innovation
- Performance Metrics
- Operational Optimization



Professional Experience

2021 to Present • LOOKING GLASS CONSULTING • Carmel, IN

Self-owned consulting business

Owner/Management Consultant

- Collaborated with clients on business strategy, marketing, business plan development, startup administration, and branding, including new business line development.
- Developed initial financial projections for a client, which were within 10% of actuals by the end of the second year, demonstrating strong financial modeling capabilities.
- Provided strategic consulting from concept through year three for a company that recently celebrated 10 years in business.

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)

- Supported the annual plan aligning with the Network's strategic and operational goals.
- Worked with Finance and other divisional leaders to define business cases, project initiation, and valuation standards and practices, demonstrating financial acumen and cross-functional collaboration.
- Facilitated the development of an ESG framework and reporting for the organization, showcasing strategic project leadership.
- Assist in optimizing The Way We Improve (Lean Six Sigma) and Business Process Management (BPM) strategies.
- Use and application of statistical data analysis to achieve desired outcomes for complex projects.
- Lead project to develop a comprehensive physician succession and transition program.
- Facilitate communication across a series of related projects/programs, monitoring and managing risk, and assessing portfolio health status.
- 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.

2022 to 2023 • GLOBAL CORPORATE LEADERS • Fishers, IN

Retained executive search firm specializing in the insurance and financial services industries.

Vice President of Operations and Search (Fractional)

- Collaborated with the company president on strategy and operations during a period of growth.
- Developed multiple marketing materials for the company as well as the press kit for the company podcast.

2020 to 2022 • FREEDOM MORTGAGE • Fishers, IN

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

Director, Business Analytics

- *Instrumental in navigating a period of hyper-growth by incorporating analytics within the wholesale division and building out the analytics team.*
- *Designed the majority of KPIs, SLAs, and dashboards used in the wholesale division, leading to automated reports that streamlined operations and provided critical business insights.*
- *Member of the change management team, ensuring that all organizational changes were reviewed and designed to reduce negative impacts and ensure effectiveness.*
- *Integral to the division being able to manage processes and provide insight into stages of operations to meet SLAs.*
- *Led the analytics team through a 100%+ increase in requests while simultaneously reducing turn time by over 50%, demonstrating exceptional analytical and operational efficiency.*
- *Developed quality assurance tracking and reporting system for operations.*

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)**

- *Assisted with details of multiple mergers and acquisitions (M&A) as the company transitioned from a wholly owned subsidiary to a joint venture and was subsequently acquired by Hilco Global.*
- *Negotiated and oversaw relationships with vendors, suppliers, and consultants, showcasing strong negotiation skills.*
- *Completed executive and board-level reporting, including Management Discussion & Analysis (MD&A) for operations, demonstrating experience providing input to leadership and the board.*
- *Reduced operating expenses through improvement projects by over 18%, or approximately \$40 million annually, highlighting significant financial impact.*
- *Developed and documented initial company SOP's and KPI's.*
- *Chaired the corporate safety committee for the company that oversaw the corporate safety plans and policies.*
- *Helped found a 19th Capital the Employee Engagement Committee that implemented many employee engagement initiatives, including employee events and recognition.*
- *Led multiple operational groups including improvement, shop administration, accounts payable, parts and inventory, quality management, call center, and analytics.*
- *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.*
- *Responsible for inventory with 25 direct reports and upwards of 40 indirect employees, managing a monthly budget of \$2-5M.*

"Michael is an exceptional team member and leader. Innovative, creative, accountable are just some words that come to mind when describing Michael. Michael has the rare skill of being able to see a problem and quickly see the opportunity to solve it. He was an exemplary member of our team and was a great leader and mentor to his reports. I highly recommend Michael for your team!" - Heather Tulk, CM, ICD.D, President of 19th Capital Group (former)

2012 to 2017 • TACD MEDIA (DBA ELEGANT EVENTS MEDIA) • Sacramento, CA

Event Media Coordination and Planning

Management Consultant/Technical Manager

- Collaborated with the company President to design and implement business strategies, including marketing strategies and business plans.
- Consulted on business development, including financial projections, operations, marketing, and business plan development.
- Assisted with social media management and content creation for media.

"For the past 3 years Michael Gambrel has taken an active role in helping to build and shape our company... He is dedicated, hardworking and dependable...I feel he would be a superb addition to any employer's team."

– Brad Merriman, founder of TACD Media

Teaching Experience

2022 to Present • BALL STATE UNIVERSITY • Muncie, IN

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

Assistant Lecturer (2023-Present)

Adjunct Instructor (2022-2023)

- Utilize real-life experience in instruction concepts concerning Information Systems and Operations Management courses to maintain student engagement and accelerate knowledge retention.
- Redesigned two Six Sigma courses to include Lean Six Sigma certification for students.
- Teach concepts including operations management, process strategy, quality and performance, Lean 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

- Coach and advise doctoral students as they enter and progress through the DHA program and serve on dissertation committees.
- 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

Memberships & Affiliations

AMERICAN SOCIETY FOR QUALITY (ASQ) • Member; Treasurer of Section 904

BSU LSCM ADVISORY BOARD • President

AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES • Member

SWEET SHARE, INC. (NON-PROFIT CHARITY) • Founder, CEO