

MICHAEL R. GROHMAN, DEL, MHI

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EXECUTIVE LEADER

“Relentless in the pursuit of Innovation and Organizational Success”

Results-oriented senior manager, leader and change agent with 25+ years of international and domestic experience leading geographically diverse organizations. Recognized for the ability to incorporate innovative techniques resulting in enhanced business practices and increased customer satisfaction. Solid history of utilizing out-of-the-box approaches and adapting to new business environments. Forged strong business cultures focused on teamwork, service level, and operational excellence. **Areas of expertise include:**

Business Forecasting... Change Management... Multitasking... Operational Streamlining... Operations Management... Leader Architecture/Development... Policy Development... Project Management... Risk Management... Staff Management... Succession Planning... Strategic Planning... Innovation Management... Team Leadership... Team Motivation... Curriculum/Development...

PROFESSIONAL PROFILE

LEADERSHIP: A leader who has managed and developed leaders and organizations at all levels; customized professional development programs, process solutions, succession planning, team building, interagency, multiagency, and international operations. Expertly led interdisciplinary and multidisciplinary teams, committed to mission focus and success. Inspirational and dedicated leader devoted to leading from the front and groundbreaking organizational enhancements.

MILITARY SERVICE: Honorably served over 24 years in Special Operations Forces (SOF), involving executive leadership and development, change management, multiple combat tours, crisis management and advanced mission planning, research and development, and training design and delivery.

OPERATIONAL EXCELLENCE: Expertise in turnaround strategy, operational planning, metrics management, organizational alignment, process development and implementation strategy. Key player in innovation lifecycle beginning with initial ideation through implementation and commercialization. Succession planning, leadership curriculum development and delivery.

Faculty: TCU, Neely School of Business; University of Charleston West Virginia (on-line).

CAREER HISTORY

FTS INTERNATIONAL

6/2019 to Present

Director of Service Quality

Designed, implemented and manages an organizational wide Service Quality team focused on improving customer service and experience, and staff development and performance. Partnered with departments across the organization to create an environment of customer centered efforts concentrated on every detail of the job through leader and peer education, accountability and development while innovating groundbreaking procedures.

The architect for leadership curriculum development programs across the organization encompassing front line leaders through executive leadership grounded in over 25 years of experience and executive leadership theory and instruction. As an expert in Leadership, developed, managed and delivered personalized leadership development practices increasing leader performance across the organization. Designed and implemented succession planning programs ensuring our future leaders were prepared for the challenges to come.

SUTTER GOULD MEDICAL FOUNDATION, MODESTO CA

12/2017 to 05/2019

Innovation Manager

Created, established, and lead an novel innovation process designed for producing replicable ideas or discoveries revolutionizing the patient journey through more-effective products, processes, services, and business models in alignment with organizational strategic goals.

Developed and managed a cultural environment for innovation and ideation across care facilities located in six separate counties in Northern California. Partnered with Directors to develop and enhance operational performance throughout clinical services.

DEPARTMENT OF STATE, Washington, DC

01/2017 to 11/2017

Emergency Management and Protective Specialist

Protective and medical services in high threat environments. Managed strategic development and execution of emergency action plans, as well as development, refinement, and implementation of new techniques. Coordinated with senior Embassy staff for crisis management, prevention, and response. Key stakeholder in embassy-wide emergency planning processes.

Developed and managed innovative and collaborative health care delivery processes in support of global medical programs typically located in remote and challenging environments. Consecutively instructed classes in medical response, and emergency medical services.

CANCER TREATMENT CENTERS OF AMERICA (CTCA), Goodyear, AZ

01/2016 to 12/2016

Senior Intellectual Property and Innovation Specialist

Leveraged a master-level knowledge in Healthcare Innovation, accepted an interim position of overseeing the management and development of CTCA's intellectual property. Maintained full accountability for ensuring the strategic alignment of medical innovation with organizational goals and strategy, as well as development of new and unique medical technology from concept through commercialization.

- Developed and managed an innovation pipeline. Identified gaps in the market and provided innovative solutions.
- Managed and designed innovative clinical practices and medical technology projects from ideation to application. Developed internal and external business partners and strategic relationships in order to increase the speed in which new innovations made it to the patients.
- Through thorough market research, led strategic and operational initiatives associated with evolving technical advances directly related to strategic objectives.

UNITED STATES NAVY, 1989 – 2016

Career in increasingly responsible positions:

UNITED STATES NAVY, Various Locations

09/1989 to 01/2016

Senior Enlisted Leader/Special Operations IDC/SARC

Senior Manager responsible for the development and operation of tactical, clinical and emergency medical services for combat operations, humanitarian, medical civic action, clinical support and Special Operations personnel spread across multiple global, geographical regions. The scope of responsibilities was diverse and entailed advanced mission planning, crisis response and execution of overseas operations, and executive level leadership curriculum development and delivery.

EDUCATION AND TECHNICAL SKILLS

Doctor of Executive Leadership, University of Charleston, West Virginia (2019).

Master's Degree, Healthcare Innovation, Arizona State University (2015)

Bachelor of Science, Health Science, Trident University (2008)