

Michael Manser

Strategy and Operations Executive

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Executive operating leader in enterprise strategy, P&L management, acquisition integration and technology adoption. Partners with CEOs to align teams and turn priorities into results. Experience spans staffing, engineering services, customer success and workforce platforms across US and international operations.

Core Expertise

Operations leadership | Strategic planning and execution | P&L management | Organizational design | Change management | Acquisition integration | Customer success | Workforce solutions | Business intelligence | Pricing strategy | AI adoption

Professional Experience

Kelly | Troy, MI

Sr. Strategy and Operations Leader (Internal Consultant) | Jun 2026 - Oct 2026

- Partnered directly with the CEO and CFO to develop a three-year enterprise strategy and prepare its Board presentation, which was well received.
- Translated priorities into corporate and business-unit implementation workstreams extending through 2027; completed the assignment and extension with a handoff of plans, tools and operating cadence to internal leaders.

Independent Consulting | Evergreen, CO

Executive Consultant | Jan 2025 - May 2026

- Advised startups on AI applications, workforce solutions and customer experience; analyzed market opportunities and informed candidate and client journey design.

US Tech Solutions | Jersey City, NJ

Senior Vice President Operations | Aug 2023 - Apr 2024

- Strengthened account management, recruitment and service delivery for an approximately \$500 million business; developed an operating roadmap covering organization, processes and technology.
- Established account planning covering approximately 80% of revenue within three months; advanced real-time MSP dashboards and internal communications.
- Led an AI recruiter pilot spanning workflow design, vendor selection and testing of candidate outreach, application responses and initial fit assessments.
- Introduced brand listening and response practices; Google review rating rose from 1.8 to 4.5 during the assignment.

Indeed Flex | Austin, TX

Enterprise Solutions Architect and US Business Partner | Nov 2020 - Mar 2023

- Served as an internal advisor supporting the US launch of the UK-founded on-demand workforce platform; helped shape MSP/VMS solutions, client implementation and adoption.
- Built US pricing calculators incorporating statutory costs, margins and commissions; designed enterprise QBR practices adopted across US and UK engagements.
- Integrated fulfillment, turnover and confidential worker feedback into client reviews; documented vendor workflows and designed Salesforce-supported client engagement processes.

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Professional Experience Continued

Staffmark Group | Cincinnati, OH

SVP Marketing and Communications | Nov 2017 - Nov 2020

- Coordinated the integration of Advantage Resourcing and Staffmark into a combined US enterprise with approximately \$1.7 billion in revenue within Recruit Holdings.
- Led parent-brand positioning, cross-brand campaigns and shared communications; developed an intranet reaching more than 2,000 employees and expanded client and worker feedback programs.

Advantage Resourcing | Norwood, MA

Vice President Administration | Nov 2013 - Nov 2017

- Executive leadership team member for a \$1.4 billion business across the US, UK and Australia; oversaw marketing, training, procurement and facilities, and served as risk officer.
- Supported acquisition due diligence and managed integration; led shared platforms and global training and served as communications liaison to Recruit Holdings in Japan.

Advantage Resourcing | Norwood, MA

Director Global Operations | Jan 2010 - Nov 2013

- Led a \$1 million business intelligence deployment harmonizing six source systems with Cognos reporting and TM1 financial capabilities across US and UK businesses.
- Coordinated merger integration, process alignment, training and change communications; helped standardize contracts and centralize legal review.

TalentTree | Houston, TX

Senior Vice President Human Capital Solutions | Apr 2005 - Dec 2009

- Held P&L oversight for six specialty divisions, with revenue reaching approximately \$210 million; developed consultative workforce solutions and participated in acquisition integration.
- Designed Talent Value and Cost of Vacancy tools and client dashboards to connect compensation, retention and workforce performance with business economics; led client advisory discussions and presented at SHRM events.

CDI Corporation | Houston, TX

Vice President Global Recruiting | Oct 2003 - Apr 2005

- Built a functional recruiting organization across five engineering-services segments representing more than \$300 million in sales; integrated staffing and project businesses and supported international RPO delivery.

TalentTree | Houston, TX

Vice President Operations | Mar 2002 - Oct 2003

- Led turnaround work restoring profitability, followed by growth and improved margins; rebuilt operating metrics, pricing, incentives and service practices and sponsored enterprise platform implementation.

CDI Corporation | Denver, CO

Operations Leadership through Vice President | Apr 1987 - Feb 2002

- Progressed through branch, district and regional leadership to VP Operations. At the VP level, held operating responsibility for approximately \$525 million in revenue and 10,000 field employees; standardized practices across four operating groups.

Education

Colorado State University | Bachelor of Science in Business, Industrial Relations