

Stephen M. Lundregan

4890 Chatelaine Dr. Dublin, OH 43017

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Profile

- Strategic and innovative thought leader
 - Structured and collaborative problem solver
 - Energizing and engaging communicator
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Professional Experience

2012 - Present **The Ohio State University** **Columbus, OH**

Associate Director of Strategy and Senior Lecturer

- Faculty member at The Ohio State University Fisher College of Business teaching operations management, service operations and innovation courses
- Directs operational excellence outreach program with area non-profit firms
- Supports member companies as Associate Director of Strategy for The Center for Operational Excellence
- Awarded the 2013 Undergraduate Program Teaching Award by the Fisher College
- Areas of expertise include strategy, operations, innovation, and strategic leadership

1998 – 2012 **Nationwide Mutual Insurance Company** **Columbus, OH**

Vice President Corporate Strategy, Nationwide Mutual

- Led strategic planning at a corporate level across multiple business units and staff functions
- Led strategy projects including macro trends, affinity marketing, and portfolio rationalization
- Recruited, trained, and developed an internal team of strategy consultants employing structured problem solving training and industry best practices

Vice President Segment Marketing, Nationwide Bank

- Directed strategy formulation and deployment for Nationwide's direct bank start-up employing an outsourced back-room model and implemented the go-to-market strategy for the small business segment of the bank, employing direct mail, interactive and affinity marketing for deposit and credit products

Vice President Business Strategy, Nationwide Property Casualty

- Led Nationwide's "Acquisition and New Ventures" process including target identification, business model design, due diligence and valuations, and integration planning on deals totaling \$1.2 billion in direct written premium revenue over three years

1994 – 1997 **Colonial Insurance Company of California** **Anaheim, CA**

President and Chief Operating Officer

- Led a large-scale cultural and business model transformation of this \$440 million regional subsidiary in order to increase retention and revenues while reducing costs
 - Designed, developed, and implemented an innovative outsourced services model (in partnership with IBM)
 - Led consolidation with the parent company, avoiding \$20 million in restructuring charges and securing a strategic partner for discontinued operations
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1981 – 1993

Nationwide Mutual Insurance Company

Columbus, OH

Vice President Agency Services

- Re-designed and developed all sales selection, development, and reward programs for Nationwide's exclusive agency system of over 5000 producers
 - Developed and deployed a multi-line commission structure linking pay with strategic objectives leading to largest increase in multi-line sales in company history
 - Pioneered first use Nationwide's industry leading automated agency processing platform for direct marketing sales
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Education and Designations

MBA (Master of Business Administration – Finance concentration, 1980) The Ohio State University, **BA** (Bachelor of Arts – Economics major, 1977) The Ohio State University

CPCU (Chartered Property Casualty Underwriter) *The American Institute for Property and Liability Underwriters*, **CLU** (Chartered Life Underwriter) *The American College*

Service and Industry Leadership

- Board director, Coordinated Health Mutual, Ohio's consumer oriented and operated health insurance company (dba: InHealth Mutual). Chairman of the Audit, Finance and Investment Committee, member of the Executive Committee and Nominating Committee
 - Past board director, *Lutheran Social Services of Central Ohio* – Chairman of the Planning Committee and member of the Executive Committee
 - Past board director, *Boy Scouts of America, Simon Kenton Council and Junior Achievement of Central Ohio*
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Recent Results

- Presented **Strategic Leadership workshop** to J.P. Morgan Chase market research team September, 2015
 - Presented **Strategic Leadership; Leading and Learning in Changing Times** at the Fisher COE Summit, April 2015
 - Led InHealth Mutual Strategic Planning, July 2015 and January 2014
 - Presented **Igniting the Customer Conversation** workshop at the GE Capital Main Street Dealer Forum, November 2014
 - Authored Fisher OPEX Blog **What Boomers Can Learn From Millennials**, June 2014
 - Presented **Strategic Operational Excellence: Getting Better on Purpose** workshop at the Fisher National Center for the Middle Market Greater Cleveland Partnership, May 2014
 - Executive coach for Fisher National Center for the Middle Market, April 2014
 - Presented **Lean Strategy: A Firm Specific Approach** workshop at the Fisher COE Summit, April 2014
 - MBA Student coach for Global Applied Projects, Spring 2014
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