

Laurie R. Caputo

Human Resources Executive

Forging partnerships to improve organizational effectiveness.

HR Consulting ▪ Employee Development ▪ Executive Coaching
MBA Graduate

PROFESSIONAL SUMMARY

- Full time REALTOR and Board of Review Alternate – Lake County, IL
- Seasoned human resources professional who delivers results in learning and development, benefits administration, talent management, and organizational development.
- Skilled project manager experienced in leading teams of up to 45 members to achieve project goals.
- Highly creative building team competence leading to align with business goals and strategy.
- **Saved a client \$500,000 in only six months** after by streamlining content and delivery of customer service training and **reducing training time by one full week.**
- Strategic leader, experienced diversity trainer, experience in talent acquisition and review.

PROFESSIONAL EXPERIENCE

Lake County Board of Review
Board of Review - Alternate

August 2022 – Present

CAPUTO CONSULTING / Grayslake, Illinois

July 2002 - Present

HR CONSULTANT

HR consulting firm that serves clients in a variety of industries, including pharmaceuticals, medical, and manufacturing. Clients include Aon and Astellas.

- **Developed staffing plan for start-up manufacturing company** – determined job titles, scope, reporting relationships, and compensation plans (including compensable factors for entry-level, experienced, and advanced positions. Designed interviewing protocol, selection of background check guidelines, review of competitive benefits and vendor options.
- Assisted chiropractor with determining annual business goals and soliciting team input to realign staff incentives based on achieving those business goals. Recommended establishing a 401k plan for employees as a morale improvement initiative.
- Facilitated mentoring program for 40 professionals, resulting in **90-95% of participants earning promotions within three months.**

- Developed and facilitated one-day workshop on teamwork to train 40 pharmaceutical employees – resulted in positive feedback from clients regarding increased cooperation and productivity toward meeting goals.
- Facilitated twenty-four 20-25 day comprehensive training session over five years for newly-hired customer service representatives and business analysts on behalf of benefits outsourcing client; instruction included key information, resources, system software, and customer interaction skills – authorized by client to make decisions about participants regarding their continued employment.
- Collaborated with client to **streamline e-learning system curriculum from four to two days.**

AON (formerly Hewitt Associates) / Lincolnshire, Illinois

September 1989 – July 2001

UNIT LEADER/CORPORATE FACILITATOR, HR DEVELOPMENT (February 1998-July 2001)

Supervised staff of 20 in-house facilitators who worked throughout the firm's regions and practices teaching new-hire training in 401k plans, health/welfare and pension plans for customer service representatives.

- Facilitated an average of 50 workshops/seminars per year to annually train 3,000 new employees in Lincolnshire and other U.S. and Canada locations.
- Coached and developed six facilitators who traveled in the U.S. and abroad to deliver training in such skill-development areas as presentation skills, corporate culture, and project management.
- Established e-learning curriculum for customer service and systems employees across three U.S. locations, **saving the company as much as \$3 million per year** in training costs versus traditional classroom training.
- Initiated a process for developing departmental subject matter experts (SMEs) for future promotions by teaching them managerial skills and utilizing their services as training facilitators for defined periods of time – **95% of participants in the process were promoted** soon after returning to their prior jobs.
- Utilized the capabilities of e-learning to build consistency and measurement into new-hire training.

PRIOR POSITIONS HELD AT HEWITT: Unit Manager-Human Resources Outsourcing, **Project Manager**-Human Resources Outsourcing, and **Benefit Center Account Representative**. *Successfully managed day-to-day operations of \$26 million of contracted outsourcing business.*

EDUCATION

MASTER OF BUSINESS ADMINISTRATION

Concentration: INTERNATIONAL BUSINESS

Keller Graduate School of Management / DeVry University – Chicago, Illinois

August 2013

BACHELOR OF SCIENCE
ORGANIZATIONAL AND CORPORATE COMMUNICATIONS
Northern Illinois University – DeKalb, Illinois