

Laurie R. Caputo

Experienced Customer Service & Call Center Leader

Forging partnerships to enhance customer experience and operational effectiveness

#### PROFESSIONAL SUMMARY

- ✓ Experienced Call Center & Customer Service Professional with a track record of leading teams, training staff, and driving operational efficiencies.
- ✓ Full-time REALTOR & Board of Review Alternate – Lake County, IL with strong client service and relationship management skills.
- ✓ Skilled HR Consultant & Trainer, specializing in customer service training, benefits administration, and talent development.
- ✓ Project Manager & Process Improvement Specialist, experienced in streamlining operations and enhancing customer experience.
- ✓ Diversity & Inclusion Trainer with expertise in talent acquisition, employee engagement, and leadership development.
- ✓ Cost-Saving Strategist—saved a client \$500,000 in six months by optimizing customer service training delivery.

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#### PROFESSIONAL EXPERIENCE

Licensed Realtor Baird & Warner – 2016 - Present

Lake County Board of Review | August.8688.-.Present

Board of Review - Alternate

- Analyze and review property assessments, ensuring accuracy and fairness for homeowners.
- Utilize strong communication and customer service skills to provide guidance to residents.

Economic Development Commission - Grayslake, IL 2022 - Present

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Caputo Consulting – HR & Customer Service Solutions | July.8668.- .Present

#### HR Consultant & Customer Service Trainer

- Provide customer service training and call center optimization strategies for businesses in pharmaceutical, medical, and manufacturing industries.
  - Designed and implemented staffing plans and training programs to improve call center efficiency and employee engagement.
  - Trained and coached 40+ professionals in career development, resulting in 90-95% earning promotions within three months.
  - Conducted 20+ comprehensive training sessions for newly hired customer service representatives and business analysts, covering customer interactions, benefits administration, and system navigation.
  - Developed team-building workshops to improve collaboration and customer satisfaction metrics.
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Aon (formerly Hewitt Associates) – Lincolnshire, IL | September.7645- July.8667

#### Unit Leader / Corporate Facilitator, HR Development (1998 – 2001)

- Supervised a team of 20 customer service trainers, leading new-hire training for call center agents across multiple locations.
- Facilitated 50+ customer service workshops annually, training 3,000+ employees across the U.S. and Canada.
- Developed and implemented e-learning programs, reducing training costs by \$3M annually.
- Created a promotion pipeline for call center employees, training future managers and team leads—95% of participants were promoted post-training.

#### Prior Roles at Hewitt (1989 – 1998):

- Unit Manager – HR Outsourcing: Led daily operations of \$26M contracted outsourcing business, overseeing customer service and benefits administration teams.
- Project Manager – HR Outsourcing: Managed large-scale customer service transitions and call center implementations.

- Benefit Center Account Representative: Provided frontline customer support for benefits and pension plans.
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## EDUCATION

Master of Business Administration (MBA)

Concentration: International Business

Keller Graduate School of Management - DeVry University - Chicago, IL (2013)

Bachelor of Science - Organizational & Corporate Communications

Northern Illinois University - DeKalb, IL