

# LAUREN FISH

## Experience

**Chief County Assessment Office**  
**Alternate Chair – Board of Review**  
**Alternate - Board of Review**

Waukegan, IL  
August 2022 - Present  
August 2020 - Present

- Assist with tax assessment hearings for written appeals for real estate parcels within Lake County that claim to be over or under-assessed.
- Manage the documenting of each case for the record in accordance with the Open Meetings Act as well as ensure that the day's docket stays on time and all cases are heard.

**Baird & Warner**  
*Real Estate Broker*

Libertyville, IL  
February 2019 - Present

- Establish, develop, and maintain relationships with clients, community members, and the real estate community.
- Analyze local real estate market data to identify leading/lagging indicators and trends.
- Develop business processes for various client types so that each client has a valuable and consistent experience.
- Research and develop client specific comparable market analysis (CMA) and other relevant reports.
- Host one-on-one meetings with clients, prospects, and personal sphere to answer questions and educate them on various aspects of the real estate field and our local markets.
- Effectively communicate with clients to determine their wants/needs for their personal real estate endeavors and be their advocate through the entire process.
- Create marketing plans and materials for print, email, and social media.
- Manage administrative systems such as; Cloze CRM, client tracker, advertising platforms, etc...

**Ernst & Young**  
*Experience Manager*

Chicago, IL  
June 2017 – July 2018

- Assigned appropriate client service personnel to engagements. This involved assessing the engagement needs, reviewing available options, and recommending people that meet the requirements of Sub-Areas and clients.
- Resolved conflicts with engagement team members by identifying alternative roles that meet engagement requirements and the developmental goals of staff.
- Built relationships with client service personnel, to identify personal schedule preferences and/or career development issues.
- Analyzed actual and projected resource utilization for projects to anticipate availability of people and proactively decrease the time that people spent unassigned.
- Engaged with Sub-Area leadership to develop staffing plans for each quarter and discuss client service personnel performance.

**Cacao Sweets & Treats**  
*Events & Charity Manager*

Grayslake, IL  
August 2015 – June 2017

- Managed all in-house parties and events from preliminary planning meetings through day of execution.
- Responsible for weekly front of house inventory review and order processing.

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- Engaged with the community to assist with local charity events and fundraisers.
- Created a quarterly fundraising schedule for the storefront.
- Provided training for new front of house staff, as needed.
- Partnered with Owner to create training documents and schedule, room rental updates, and seasonal menu offerings.

## **Abbott**

*Professional Development Programs Specialist*

*Leadership Development*

Abbott Park, IL  
January 2013 – July 2015

- Organized and managed 6 annual training and networking events for 25 - 250 members and stakeholders each year. Events included: New Hire Orientations, Global PDP Week, Recruiting/Intern Events, and Area PDP Week.
- Provided support and direction to members through career development and performance review discussions.
- Partnered with business stakeholders to determine member assignments on a global scale for each rotation.
- Oversaw the program's budget changes monthly and processed all vendor invoices accordingly.
- Managed relationships with PDP member volunteer groups, vendor contacts, Business HR, TA recruiters, and divisional PDP supporters.
- Created additional assessment tools to further identify high potential members and find performance gaps in those struggling with meeting performance standards.

*Professional Development Programs Coordinator*

*Leadership Development*

February 2011 – January 2013

- Designed and provided analysis for program surveys regarding all aspects of the program experience for members, managers, and mentors.
- Provided administrative support to the Program Director, two Program Managers, and four other program staff members.
- Assisted with all domestic and international rotation moves to include; travel, housing, and reimbursements.
- Managed the financial processing of all purchase orders and invoices for all programs.

## **Education**

Southern Illinois University Edwardsville  
Bachelor of Arts- Industrial/Organizational Psychology  
Minor- Business Administration

Edwardsville, IL  
December 2010