

# Laurie R. Caputo MBA

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## Human Resources Executive/Licensed Realtor Illinois

*Forging partnerships to improve organizational effectiveness.*

**HR Consulting ▪ Employee Development ▪ Executive Coaching**  
**Successful Realtor**

### PROFESSIONAL SUMMARY

- Licensed Real Estate Broker – Illinois 2016 to Present
- 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 competent facilitating in web-based, physical, and virtual classrooms.
- **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.**
- Experienced Human Resource Recruiting and development- job titles, scope, reporting relationships, and compensation plans including compensable factors for entry-level, experienced, and advanced positions.

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### PROFESSIONAL EXPERIENCE

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CAPUTO CONSULTING / Grayslake, Illinois

**July 2002 – Present**

#### **LICENSED REAL ESTATE BROKER – Illinois 2016 to Present**

Baird & Warner implemented the virtual “Improv-a-thon” supporting PADS of Lake County, raising \$8,000+ for charity during COVID.

Successful Broker with an annual average of \$2.5 million sales

PAIGE Emerald Award winner 2017 – Sales Associates exhibiting Passion, Authenticity, Inclusion, Growth and Excellence – Better Homes and Gardens Real Estate.

#### **HR CONSULTANT/EXECUTIVE COACH**

**JULY 2002 - 2015**

Principal in an HR consulting firm that generates up to \$80,000 in annual revenues and serves clients in a variety of industries, including pharmaceuticals, medical, and manufacturing. Clients include Aon Hewitt 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 weeks.**

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AON Hewitt (formerly Hewitt Associates) / Lincolnshire, Illinois

September 1989 – July 2001

**PRACTICE 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 train 3,000 new employees in Lincolnshire and other U.S. 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 (1989-1998): 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.*

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EDUCATION

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**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**