

LAUREN FISH

Experience

Libertyville, IL

Baird & Warner

Real Estate Broker

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; KvCore 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.
- 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

Abbott Park, IL

January 2013 – July 2015

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Leadership Development

- 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

February 2011 – January 2013

Leadership Development

- 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.

HR Intern

May 2010 - August 2010

Strategic Intake Programs

- Joined Abbott Careers Facebook launch team; performed content collection and developed a content editorial calendar for the debut year of the new page.
- Created and presented a post-interview candidate marketing tool recommendation to be used for university and conference recruiting.

HR Intern

May 2009 - August 2009

Learning & Development

- Collaborated with goal teams in the Professional Development Programs to deliver training tools such as, a Mentoring Handbook and Assignment Manager Training.
- Presented Career Development portal redesign recommendation to the HR Executive Committee.

Education

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

Edwardsville, IL
December 2010