

LILLIAN C. LAUER

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SUMMARY

Organized and detail-oriented professional with strong interpersonal skills. Operations professional who excels in organizing events, people and processes with clear communication and customer service skills. A proven project manager, who can execute on multiple deadlines under pressure in an efficient manner. Enjoys supporting others in a practical and tangible way.

EXPERIENCE

HUCKBERRY.COM - San Francisco, CA

2018- 2022

eCommerce website and journal

People Operations Associate - November 2020 to February 2022

- Onboarding: Owned the onboarding process from offer letter to account provisioning, orientations and act as ongoing resource
- Culture: Facilitated events, activities and communication to ensure employee retention and engagement
- HR: Responsible for payroll, enriching employee benefits, developing process changes/key systems, and providing technical assistance

People Operations Coordinator - Dec 2018-Nov 2020

- Support the Head of People on all things HR & Operations from payroll, benefits, onboarding and executive support

HOLOBUILDER - San Francisco, CA

2017- 2018

360 degree reality-capture SaaS technology for construction and real estate companies for seamless workflow documentation

People & Business Operations Manager

- Develop and implement scalable systems and processes to improve all operations for sales, marketing and overall
- Responsible for enriching employee benefits, recruiting new hires and implementing a seamless onboarding process

CAMBRIDGE HEALTHTECH INSTITUTE (CHI) - Boston, MA [remote]

2013- 2017

Production company for international and national life science and biotech conferences, training seminars and courses

Training Program Manager, Conferences, Jun-Sept 2017

- Facilitated on-boarding system and materials for new hires to the Production team, such as hard/software and accounts orientation
- Initiated and led the monthly team meetings for junior producers to discuss ongoing issues and learning opportunities

Senior Associate Event Producer, Conferences, 2015-2017

- Supported two Executive Producers with the project management and execution of 20+ annual national/international events
- Managed 200+ speakers; presentation materials, travel budgets and reimbursements, communications and inquiries

Associate Event Producer, Conferences, 2013-2015

- Assisted the Executive Producer with the execution of 15+ annual events; managed speaker communication, inquiries, web updates

ANDIAMO STAFFING GROUP - San Francisco, CA

2011- 2012

Boutique staffing agency for sales & IT professionals in the technology and digital advertising space in the Bay Area

Recruiter

- Exceeded quota in every month of employment and closed 100K in total new business in first 12 months
- Conducted outreach and built relationships with prospective clients and candidates; cold-called up to 30 calls/day

VOLUNTEER & LEADERSHIP

Global Glimpse, Events Committee Chair and Fundraising Volunteer, SF Regional Leaders Council

2017-Present

SF-Marin Food Bank, Warehouse Volunteer

2015- 2017

EDUCATION & TRAINING

Fred Pryor Training Seminar, Project Management, San Francisco, CA

2016

Smith College, B.A. in Italian Studies with a minor in Architecture, Northampton, MA

2008

Junior Year Abroad, Università degli Studi di Firenze, Florence, Italy

2007

SKILLS & INTERESTS

- **Computer:** Salesforce, G Suite, Rippling, Lattice, Quickbooks, Workable, DocuSign, Adobe CC, Outlook, Office365
- **Language:** English (native), Italian (fluent), French (proficient)
- **Activities:** Trail running, hiking, National Parks, traveling, yoga, cooking and environmental causes