

Fiona Lazar

BUILDING EXCEPTIONAL TEAMS IN CHICAGO, IL

Summary

Management professional with strong capabilities in building and training loyal, hard-working teams and improving internal and external communication strategies. Skilled in change management, talent acquisition and training, organizational development, and employee relations. Passionate about helping employees reach their full potential and creating a vibrant, diverse company culture.

Education

MS IN HOSPITALITY LEADERSHIP AND
OPERATIONAL PERFORMANCE
Kellstadt Graduate School of Business
at DePaul University
CHICAGO, IL | AUG 2017

BACHELOR OF ARTS
Bard College at Simon's Rock
GREAT BARRINGTON, MA | MAY 2012

Skills

Hospitality Management, Full Lifecycle Recruiting,
Employee Communication, Employee Relations,
Employee Onboarding, Training Management,
Talent Management, Engaging and Empowering People,
Change Management, Event Coordination,
Customer Service, GSuite, MS Office

Languages

English, German, Italian, Spanish

Contact

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Experience

DIRECTOR OF INTERNAL & EXTERNAL COMMUNICATION
Faubourg Theatre | HANOVER PARK, IL

Working in this non-profit performing arts organization, my key responsibilities included interviewing candidates, creating job descriptions, and overseeing the studio manager, as well as daily/weekly communication with the team, dancers and families, stakeholders, and social media followers.

- Established the hiring process for the company: created job descriptions, conducted (15) interviews, and evaluated candidates
- Created business development strategies including streamlining registration processes and organizing a parent work-to-dance exchange program to increase revenue and register 60% more children in the literacy programs
- Managed all digital marketing and communication efforts for the organization, including launching their Instagram, Pinterest, and Twitter pages, in order to increase brand awareness and strengthen student enrollment
- Created thirty to fifty digital and print marketing materials annually for events, performances, classes, and literacy programs to reach roughly 1,000 people monthly

DIRECTOR OF PEOPLE OPERATIONS
Patisserie Coralie | EVANSTON, IL

This position provided me with valuable experience in managing a diverse team of 30 employees spread over three locations. Key responsibilities included interviewing and hiring employees, creating training programs, scheduling employees, and mediating internal conflicts, during a period when the organization underwent two new store openings.

- Decreased employee turnover rate to 50% (below the industry standard of 73%); built a strong organizational culture in an industry that is very transactional by increasing employee loyalty with engaging social outings and team-building events
- Supervised three store managers in day to day operations of multiple locations; managed the opening of two new stores
- Reduced inefficiencies in resource allocation by automating scheduling for hourly employees
- Launched and standardized hiring process for the company: created job descriptions, interviewed (50 candidates), hired and trained fifteen team members across all cafe locations