

# Karen Osher

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## CORPORATE COMMUNICATIONS LEADER

Servant leader with a growth mindset and deep knowledge of communication practices. Well-versed in communications and project management processes to build relationships to guide strategic initiatives. Expert understanding of change management and conflict resolution. A lifelong learner with a passion for connecting people. Ability to proactively identify new opportunities with all stakeholders, functional leaders, and C-Suite executives for content development to enhance company culture and improve retention and employee engagement with compelling storytelling.

### PROFESSIONAL EXPERIENCE

#### **Jones Lang Lasalle (JLL)**

**Chicago, IL**

#### *Initiatives & Communications Manager*

*2023 – Present*

Lead the Communications program, utilizing best practices and fostering creative thought and coaching in presentation development. Coach and support Senior Leadership with the development and management of strategy and goals. Program manage IFM Initiatives, communicating, tracking, and reporting. Play a key role in changing how we communicate by using project management principles to elicit change and recognize areas for improvement.

#### Process Improvement:

- Revamped and improved communication processes, leading to a complete overhaul of the weekly email.
- Redesigned and implemented a new weekly communication email, resulting in a more vibrant and appealing touch point.
- Develop engaging, high-quality account communications and presentations from inception to distribution from key account stakeholders for clearer understanding.
- Built seven new initiatives based on the requirements and drove them to 100% completion by the due date. Created a new Initiatives Form Intake Process, which resulted in a new Smartsheet intake form combined with an end-to-end follow-through method, including maintaining a SharePoint site for all communications and initiatives.

#### Quarterly Business Reviews (QBR):

- Created and improved the deck preparation by revamping the process for prepping the deck to a single point of reference on a Teams channel for connection and collaboration.
- Merged regional QBRs into a single QBR format and redesigned a format to support the new structure.
- Facilitate all QBRs and provide feedback and coaching to content presenters.

#### Strategy:

- Created a communication strategy plan for the Account Director to ensure consistent communications were timely, relatable, and understood by various audiences.
- Crafted and produced the Year-end Video; drafted a script for year-end messaging. Coached and recorded Account Director for the video for account-wide distribution.

### Conflict Managing & Coaching:

- Mentoring various key stakeholders on how to handle issues efficiently with clear communication to provide opportunities for improvement by managing expectations and improving account cross-collaboration.
- Hold 1:1s with various Directors and Leadership for feedback on presenting skills and issue management.

## **MacLean-Fogg Company**

**Mundelein, IL 2013 – 2023**

### ***Internal Communications Manager, Shared Services***

**2021 – 2023**

Hired initially with the title of Managing Editor, Employee Communications. Transformed that position into more than producing content and editing company newsletters. Owned responsibility and accountability for administering all internal communications, including developing culturally relevant creative content to engage employees across all channels.

- Collaborated cross-functionally with leaders and executives, as well as marketing, IT, and HR team members, to plan, develop, and improve company-wide team member communications. Responsible for intranet content, REACH campaigns, and execution of enterprise-wide communication campaigns to enhance the company brand.
- Directed/facilitated and consulted with all HR shared services, corporate, and internal communications by storytelling and collaborating on global communications for upcoming initiatives to all stakeholders. Partnered to align and advise plant locations and C-Suite executives on developing and communicating effectively in line with their leadership style and tone around various topics, including business strategy, priorities, and announcements to drive engagement initiatives and ensure employees receive communication that is meaningful to them.
- Developed and implemented a program strategy to recruit local Champions to collaborate closely to provide consistent communications at the local level. Created and built a company intranet landing page to improve and expand engagement, promote Total Rewards campaigns around employee wellness, and improve culture across the enterprise.
- Achieved \$50k in annual savings by bringing the company newsletter in-house. Solicit, develop, and edit all content submitted for publication. Created new KPIs to measure communications effectiveness by collecting feedback for continuous improvement.
- Developed ongoing virtual communication strategy for CEO and CIO to improve retention, engagement, and company culture.

### ***Project Manager/Business Analyst, IT Communications, Shared Services***

**2017 – 2021**

#### *Project Manager, IT Department*

- Led multiple projects across the company from inception to completion. Project types involved end-to-end software development and implementations and continuous improvement projects using Kaizen methodologies for problem-solving across three company divisions and multiple departments.
- Implemented cross-functional collaboration across all business units to drive success. Management of Sponsors and Stakeholders to guide the project to completion. Improved requirement gathering process for the best course of action. Leveraged resource management to ensure project flow. Applied monitoring and controlling workflow to manage the project schedule. Acquired three turnaround projects that lacked direction and drove them to completion.

#### *Business Analyst, Data Governance*

- Contributed to five successful implementations at various plants across the Midwest and Southeast.

- Provided the highest levels of data integrity are upheld while supporting the ongoing JD Edwards ERP system implementation across MacLean-Fogg Company. Managed JIRA support tickets and follow-up for timely processing of outstanding issues. Collaborated with end-users on exception reporting to maintain data integrity.
- Managed data conversions with multiple data formats from legacy systems and targeted conversion deadlines based on the timeline of the master schedule. Delivered successful data conversion through the implementation of cross-team collaboration to ensure data goals were met.

***Executive Business Partner to the CEO***

***2013 – 2017***

- Directed all communications, both internal and external, for the President. Voice and liaison for the Executive Office and support and management of various offsite projects and meetings. Project managed all large-scale executive meetings, retreats, and leadership meetings, including scope, schedule, project plan, staff resources, and corporate giveaways.
- Negotiated savings of \$10-15K by moving quarterly meetings to a local venue. Secured discounts for annual leadership meetings for hotel/transportation of more than \$12K per meeting.
- Refined and improved all business processes for quarterly Board materials. Leveraged and cultivated relationships to influence behavior change resulting in cross-functional communications from the C-Suite.

**EDUCATION**

Northwestern University, Master of Science, Communication

*Areas of Expertise: Practicum*

Collaborative Leadership: Cultural Humility & Cultivating Belonging

Managing Complexity: Crisis Communication Management

Elegant Communication: Strategic Communications

Loyola University Chicago, Bachelor of Arts, Business Management, Minor in Organizational Development and Leadership, *summa cum laude*

**CERTIFICATIONS & AFFILIATIONS**

Creative Branding and Design Certificate, Northwestern University

Google Analytics for Beginners Certificate, Google Analytics Academy

Project Management Certificate, Loyola University Chicago

Project Management Professional Certification (**PMP**), Project Management Institute, 2021

Lean Basic Training Fundamentals

Project Management Institute (PMI), Chicago Chapter

**TECHNICAL SKILLS**

Microsoft Office (Word, Excel, PowerPoint), Microsoft Teams, Zoom, Adobe Pro, Google Analytics, Canva

**INTERESTS**

Mentoring & Coaching, Data Analytics, Personal Development