

LAUREN HEROD

PRESENTATIONS

Sex Trafficking Vulnerabilities of Youth Aging out of Foster Care <i>Voices for Florida Webinar</i>	September 2021
Vulnerabilities in LGBTQ+ Children and Adults <i>Voices for Florida Webinar</i>	June 2021
Vulnerability in Leadership and Communication <i>HOBY North Florida Planning Team</i>	February 2021
Leadership Group Discussion Facilitator <i>HOBY North Florida</i>	August 2020
Process management in an academic setting. <i>IIRD Post-Masters Fellows</i>	July 2020
Back Office Board deployment strategic plan. <i>Hyatt Regency McCormick Place</i>	February 2017
Ritz-Carlton Voyager Program recruitment. <i>Marriot Voyagers Program Event</i>	January 2016
Inclusivity in social programming. <i>FARH 2009 Conference</i>	February 2009

PUBLICATIONS

Peer – Reviewed Publications

Tripodi, S. J., Killian, M. O., Gilmour, M., Curley, E., & Herod, L. (2020). Trauma Informed Care Groups with Incarcerated Women: An Alternative Treatment Design Comparing Seeking Safety and STAIR. *Journal of the Society for Social Work and Research*. <https://doi.org/10.1086/712732>

AWARDS

Leader of the Quarter – Ritz Carlton	January 2016 – March 2016
Dr. Rita Mosier Honorary	May 2010

SKILLS

SPSS, Stata, SQL, Excel, Word, PowerPoint, OneDrive Organization, Public Speaking, Team Management, Project Management, Revenue Management, Literature Abstraction, Copy Editing, Academic Writing, Salesforce Administration, Salesforce Development, Sharepoint Administration

RELATED EXPERIENCE

Voices for Florida

Training and Education Coordinator

Responsible for data collection and analysis from the program's providers. Designed the internal evaluation plan and promoting ongoing internal program evaluation. Assists the Program Director and Programming Director on training and education reporting and facilitation. Responsible for evaluation of the following processes:

- Provider data collection and reporting
- Resource Development Opportunities
- Outcome measurement and management.

November 2020 – June 2022

Institute for Justice Research and Development

Graduate Research Assistant

Assist with research related tasks (data collection and synthesis, literature abstraction, human subjects compliance management) for a multi-state research institution housed in Florida State University's College of Social Work.

December 2018 – December 2020

PATLive

Quality Coach

Responsible for tracking performance and metric data for a team of agents. Used that data to predict growth and manage employee development.

June 2018 – February 2019

Florida Association of Nurse Practitioners

Communications Coordinator - Contractor

Handled digital presence and communication strategy for statewide professional association for Nurse Practitioners. Assisted with the management and redesign of website and social media content and strategy.

April 2018 – June 2019

Florida Coalition Against Domestic Violence

Grants and Administration Manager

Oversaw 2 administrative support staff for the statewide administrative organization for domestic violence shelters in the state of Florida. Managed the data reporting and grant compliance reporting for all funders. Managed contracts with legal aid providers. Worked on development event planning for the Foundation

May 2017 – January 2018

Hyatt Regency McCormick Place

Assistant Front Office Manager

Oversaw day to day and long-term management of Front Desk, Concierge, and Guest Services departments – totaling over 60 employees at peak. Integrated performance metric tracking per agent as part of employee development (enrollments, credit card applications, upsell of room upgrades). Managed group information for conference and catering groups for front office departments.

May 2016 – May 2017

- Project Manager for new communication tool rollout for entire property.

Ritz Carlton – New Orleans**Rooms Division Management Training Program**

Rotating Manager for housekeeping, club/concierge, guest services, and front office departments. Implemented gamification goal techniques in the office to increase performance metrics by at least 10% in each area. Developed long term revenue management and scheduling strategy for increased optimization. Beta-tested new curriculum development for management trainees for the entire Marriott Brand.

August 2016 – May 2016

The Governor’s Inn**Assistant General Manager**

Developed employee training, development, and discipline standard operating procedures. Oversaw all group and sales contracts, in addition to all long-term vendor contracts. Oversaw digital presence. General office and scheduling duties for a staff of 13.

March 2014 – August 2015

Biltmore Estate**Dining Room and Banquet Manager**

Responsible for all banquet event operations leadership for Cedric’s Tavern. Oversaw scheduling for a restaurant averaging 45 employees. Handled development, tracking and discipline for all FOH employees. Resolved all customer and employee conflict situations. Tracked financial and outcome performance for restaurant.

September 2012-January 2014

- Responsible for safety compliance, and reporting safety concerns to estate wide leadership.
- Attended the Biltmore Leadership Development training program over 6 months.

Operations Food and Beverage Intern

Oversaw day to day restaurant operations and management responsibilities of a 65-employee restaurant with over 600 covers per meal period. Shadowed managers as they performed long term strategic job duties and conflict resolution activities.

May 2012 – September 2012

Pizza Hut**Supervisor**

Shift to shift management of a high-volume delivery and dine-in pizza restaurant. Managed employee labor, fiscal counts for the day, and inventory management. Resolved any customer issues or complaints.

Sept. 2011 – May 2012

Server/Delivery Driver**Cook**February 2011 – Sept. 2011
May 2009 – August 2010**FSU Housing****Inter-Residence Hall Council Assistant Director**

Planned programming for all on-campus residence, both hall specific and campus-wide events. Reported agency progress to student senate. Held office hours for on-campus residents.

May 2009 – August 2010

MEMBERSHIPS

Artist’s Workshop Board of Directors

Board Chair

August 2021- Present

Hugh O’Brien Leadership – Youth: Florida North Seminar

Group Facilitator

August 2020

National Association of Social Workers

National Educators Association

Graduate Assistant’s Union

Social Work Department Representative

August 2019 – May 2020

Monticello Opera House Board of Directors

August 2019 – May 2020

Alpha Kappa Psi – Beta Alpha Chapter

Executive Vice President

May 2011 - May 2012

Judicial Review Board Member

May 2010 – May 2011

Parliamentarian

May 2010 – May 2011

Sigma Alpha Iota

Campus Sing Chair

May 2010 – May 2011

Service Chair

August 2009 – May 2010

Inter-Residence Hall Council

Assistant Director

May 2009 – May 2010

Board of Directors Member (Gilchrist Hall VP)

August 2008 – May 2009

Conference Volunteer Coordinator

Sep. 2008 – Feb. 2009