

# LAURIE L. SMART RESUME

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## EDUCATION

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2021	<b>Certificate, Cornell University, Growth Marketing with AI</b>
2005	<b>Education Certificate, State of Iowa, Secondary Social Sciences</b>
2003	<b>Education Certificate, State of Colorado, Secondary Social Sciences</b>
2001	<b>Bachelor of Arts, History and Education Major, Political Science Minor, Western Colorado University</b>

## PROFESSIONAL EXPERIENCE

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2021-present	Business Operations Manager Bauman Consulting Group
2016-2021	Educator Loveland City School District
2015-2021	Community Dining Out Chair LSC, LCSD
2014-2016	Community Outreach Board Member; Ways and Means Co-Chair Tender Years Preschool
2008-2011	Parent and Teacher Association, President Riverside Community Schools

2006-2009	Hotel Director Caesar's Entertainment Group
2006-2006	Front Services Manager Harrah's Council Bluffs, Bluffs Run Casino
2005-2006	Slot Services Supervisor, Customer Service Consultant Role Bluffs Run Casino
2005-2005	VIP Services Coordinator Bluffs Run Casino
2004-2005	F&B Accountant Bluffs Run Casino
2001-2004	Unit Director Boys and Girls Clubs of America, E.A. Tutt Unit
2001-2001	Education Director Boys and Girls Clubs of America, E.A. Tutt Unit
1998-2001	Peer and Resident Advisor Western Colorado University
1998-2000	Orientation Leadership Coordinator Western Colorado University

#### **CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT**

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2021	Growth Marketing, Certification
2019	ACEs in Education Area Cooperative Educational Services
2018	CPI Training, Certification Crisis Prevention Institute
2016	First Aid Response, Certification
2010	Lean Six Sigma, Yellow Belt Certification
2009	Discovering Diversity Profile, Facilitator

2009	Strengths Finder 2.0™, Administrator Gallup, Inc.
2009	DiSC Personality Profiles System, Administrator
2008	Understanding What Drives Employee Engagement, Trainer
2007	Defining Women's Leadership, Certification Institute for Career Advancement Needs
2006	Manager in Training Representative, Eastern Division Harrah's Corporation
2005	Spotlight on Success, Administrator
2005	CSA Task Force, Contributor

## **PROFESSIONAL INTERESTS**

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Community relationships and resources  
 Customer service quality improvement  
 Leadership and managerial practices  
 Employee engagement  
 Strategic planning and targeted marketing  
 Data tracking and organization  
 Team building and development  
 Juvenile assistance and family programs

## **SCHOLARSHIP AND AWARDS**

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2008	Leader of the Quarter, Caesar's Entertainment
2006	Chairman's Award Nominee, Harrah's Entertainment
2002	National Conference Achievement, Keystone Club Leader, Boys and Girls Clubs of America
1999	Resident Advisor of the Year, Western Colorado University
1998	University Slate Merit Scholarship, Western Colorado University
1998	Phil and Jennifer Satre Scholarship

## **PROFESSIONAL AFFILIATIONS**

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*Association for Justice-Involved Females and Organizations*

*CIT International*

## **REFERENCES**

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Available upon request.