



Karen Osher, MSC, PMP

Change Management & Communications Manager



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Evanston, IL

Professional Summary

Change management and communications leader driving organizational transformation through strategic stakeholder engagement and process optimization. Skilled at building relationships, delivering clear messaging, and leading cross-functional teams to achieve successful change outcomes.

Professional Experience

Change Management & Communications Manager

Jones Lang Lasalle (JLL)
2025-Present

Initiatives & Communications Manager

Jones Lang Lasalle (JLL)
2023-2025

Internal Communications Manager

MacLean-Fogg Company
2021-2023

Project Manager, IT

MacLean-Fogg Company
2019-2021

Business Analyst, Data Governance

MacLean-Fogg Company
2017-2019

Education

Master of Science, Communications

Northwestern University
2022

Bachelor of Arts, Business Management

Minor, Organizational Development & Leadership

Summa Cum Laude
Loyola University Chicago, 2018

Skills

- Expert Microsoft Office 365 Suite
- SharePoint Administrator
- Adobe Pro
- Google Analytics
- Canva
- SmartSheet

Results-driven **Change Management and Communications** leader responsible for developing and executing strategic communication plans while implementing comprehensive project and change management principles and processes to drive organizational transformation. Proven track record of creating centralized change management solutions through process documentation, using SharePoint, featuring an interactive stakeholder tracker, providing real-time visibility into implementation progress, resistance points, and engagement metrics. Specializes in streamlining workflows through innovative intake processes and end-to-end methodologies, achieving 100% on-time completion rates while ensuring alignment across teams to enhance engagement, operational effectiveness, and service delivery of solutions.

Demonstrated success as an **Initiatives & Communications Manager** by conducting a scope review of the current QBR process, then redesigning, facilitating, and project managing the QBR into a unified structure for optimized collaboration. Experience managing complex project deliverables, documenting processes, and creating presentations for senior leadership teams. Program managed all account initiatives and internal communications as a single point of contact for account stakeholders. Strong background in developing audience-appropriate messaging strategies for executives, including content creation. Combined project management principles with data-driven decision making to identify and drive process enhancement opportunities. Mentored peers and key stakeholders through regular coaching sessions to ensure improved outcomes internally and for the client.

Strategic **Internal Communications Manager** who transformed role scope to drive enterprise-wide employee engagement through multi-channel content strategies. Expert in partnering with C-Suite executives and HR to develop storytelling approaches aligned with leadership styles. Successfully implemented Champion recruitment programs, created intranet solutions, and achieved \$50K annual savings by transitioning newsletter in-house. Established KPIs and virtual communication strategies that improved retention, engagement, and organizational culture across global operations.

Results-driven **IT Project Manager** who led end-to-end software development, implementations, and continuous improvement initiatives using Kaizen methodologies across three company divisions. Expert in managing cross-functional collaboration, stakeholder relationships, and resource allocation to drive project success from inception to completion. Successfully acquired and turned around three underperforming projects while implementing improved requirement gathering processes and monitored workflows to ensure on-time delivery.

Data Governance Business Analyst contributing to five successful ERP implementations across Midwest and Southeast plant locations. Specialized in maintaining data integrity during JD Edwards system implementations through JIRA ticket management, exception reporting, and end-user collaboration. Successfully managed complex data conversions from multiple legacy system formats while meeting targeted deadlines through cross-team collaboration and adherence to master implementation schedules.

Certifications

- Project Management Professional Certification (PMP), Project Management Institute
- Google Analytics for Beginners Certificate, Google Analytics Academy
- Project Management Certificate, Loyola University Chicago
- 2021 Creative Branding and Design Certificate, Northwestern University
- Project Management Institute (PMI), Chicago Chapter Member
- Lean Basic Training Fundamentals