

LAUREN MERGEN

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EDUCATION

Doctor of Education, Educational Leadership

University of Kentucky

Expected May 2027

Lexington, KY

Masters of Science, Information Communication Technology

University of Kentucky

August 2023

Lexington, KY

GPA 4.0

Project Management Certificate

DePaul University

May 2016

Chicago, IL

Bachelor of Science, Honors Specialization in Psychology

University of Ottawa

May 2011

Ottawa, ON Canada

Minor in Health Sciences

Completed an Honors Thesis under the supervision of Dr. John Lyons

EXPERIENCE

Distance Learning Director

Center for Innovations in Population Health - University of Kentucky

November 2019 - Present

Remote

- Execute the successful management of a training platform that provides online, hybrid, and in-person training to over 120k professionals from 20+ countries
- Recruit, cultivate, and oversee training platform staff to assure the successful completion of tasks
- Analyze the performance of a training platform on an ongoing basis to evaluate the effectiveness of training programs
- Leverage existing and foster new institutional partnerships and learning solutions with over 12k vendors globally to help implement their preferred customized and standard training

Distance Learning Operations Lead

Chapin Hall at the University of Chicago

February 2017 - October 2019

Chicago, IL

- Successfully managed a training platform with over 100k professionals
- Orchestrated the transfer from one platform provider to another, which resulted in a user growth increase of 23%
- Oversaw website staff to ensure the successful completion of daily tasks

Project Associate

Chapin Hall at the University of Chicago

July 2014 - February 2017

Chicago, IL

- Managed financial transactions in connection with a training platform
- Corresponded with various agencies at the regional, state, and national levels across the world to help communicate their training needs to upper management
- Developed website content
- Advocated for clients through support desk duties

Research Assistant

Children's Hospital of Eastern Ontario (CHEO)

April 2012 - June 2014

Ottawa, ON, Canada

- Collaborated with a team to create and contribute to the maintenance of an online learning platform
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PUBLICATIONS

Lyons, J., & Schmidt, L. (2015). Outcomes Management in Residential Treatment: The CANS Approach. In *Therapeutic Residential Care for Children and Youth* (pp. 316-328). London and Philadelphia: Jessica Kingsley.

Ebesutani, C., Daleiden, E., Becker, K. D., Schmidt, L., Bernstein, A., Rith-Najarian, L., & Lyons, J. (2017). Facilitating Communication of Ideas and Evidence to Enhance Mental Health Service Quality: Coding the Treatment Services Literature Using the Child and Adolescent Needs and Strengths-Mental Health Assessment Scales. *Journal of Child and Family Studies*, 26(11), 3123-3134.