

MARCEY B LIEBERMAN



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EXECUTIVE SUMMARY

- Organizational transformation and process improvement specialist
- Risk management, employee relations, communications and business development expertise
- Ability to work within matrixed organizations, analyze needs, identify solutions to implement, and deliver
- Champion for change management and process improvement business initiatives
- High-touch customer service delivery
- Content developmental for argument and evidence; copyediting to improve clarity, accessibility, and style; proofreading and; fact checking
- Communications and training, and coaching and development

SKILLS & RECOGNITION

Policy Development and Interpretation ♦ Risk Management ♦ Program Management ♦ Change Management ♦ Training and Education ♦ Employee Relations and Investigations ♦ Customer / Client Service Delivery ♦ Business Development ♦ Process Improvement ♦ Stakeholder Engagement ♦ Value Propositions ♦ Coaching and Development ♦ Communications ♦ Copyediting ♦ Communications ♦ Client Relations

EXPERIENCE

Senior Manager, Risk Organization PricewaterhouseCoopers 2017 – present

Evaluate firmwide programs and external marketing and communications assets to mitigate reputational, brand, employment, conflict of interest and independence risks. Review +750 communications assets per year

- Facilitate change management of process and policy improvements through effective communication and consensus building
- Negotiate and establish consensus and stakeholder buy-in across functional lines and divergent levels of risk tolerance to affect change and/or improve business processes
- Evaluate client engagement acceptance materials for adherence to policy
- Provide high-touch concierge service delivery to internal clients throughout consultation lifecycle

Senior Manager, Ethics & Compliance PricewaterhouseCoopers 2008 – 2018

- Conducted investigations into employee matters based on calls to Ethics HelpLine. Effectively and diplomatically, manage sensitive communications
- Enhanced employee engagement at onboarding through annual training, providing ethics and compliance guidance by enhancing and interpreting policy
- Revised the US supplement to the PwC Code of Conduct for US employees. Developed and managed communication plans and project management activities for an 18-month update cycle in response to evolving regulations and law

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Manager PricewaterhouseCoopers 1999 – 2008

- *Private Company Services, Midwest Region* – Provided strategic oversight and tactical support as an account executive. Provided business development, marketing and sales support for the Midwest Private Company Services practice comprised of eight offices and 35 Partners. Created client-facing materials and responsible for the pitch and proposal process, responded to RFPs and RFIs, coordinated account planning workshops with client teams, initiatives leading to \$6M in revenue-generating services for the Private Company Service Midwest practice.
- *Six Sigma Tour* – Attained Six Sigma Green Belt contributing to process improvement solution for the lifecycle of mandatory training for the audit professionals and the learning management system.
- *Global Technology Solutions* – Managed internal project including training and communications for the support of the Public Company Accounting Oversight Board (PCAOB) as the PwC liaison and to provide both group and individual training to demanding stakeholders in a high-pressure environment. Developed a FAQ document provided to each market in support of the PCAOB review program.

SELECT EARLIER ROLES

Marketing Coordinator / Public Relations Specialist Mesirow Financial, Chicago, IL 1997 – 1999

Development Coordinator Children's Memorial Foundation, Chicago, IL 1994 – 1995

Stage Professionnel Disneyland Paris, Marne-la-Vallée, France 1992 – 1994

- Performed as Disney VIP characters, Mickey Mouse, Chip and Dale “on stage” and in four television commercials
- Co-delivered character training programs in English and French for Disneyland Paris employees
- Co-created and implemented a rotational operations program for American cast members that improved employee morale and accelerated expatriate knowledge through training sessions with international team members to better acclimate to Disney corporate culture and French culture

EDUCATION

Loyola University Chicago, Graduate School of Business, Masters of Business Administration 2003

Indiana University, Bachelor of Arts, History 1991

PROFESSIONAL CERTIFICATIONS

Diplôme d'Études en Langue Française (DELF) B2 2019

Six Sigma Green Belt, PricewaterhouseCoopers 2006

Business Ethics Certificate, Loyola University Chicago 2003

COMMUNITY ENGAGEMENT

One Million Degrees – Professional Roundtable Workshop Volunteer Instructor

PwC's Access Your Potential and Earn Your Future – Volunteer Financial Literacy Instructor

Securities Industry and Financial Markets Association (SIFMA) – InvestWrite Stock Market Game Judge

Alliance Française de Chicago – Volunteer