Business Process Manager

Lauren Sanders

Lauren joined Revolution Partners in April of 2018. She has a proven vision for the design and development of processes and systems that help drive business growth. Lauren has extensive experience networking Client Relationship Management software to real-life business workflows in financial services. She understands what drives financial advisors, and has a knack for taking personal initiative to attract advocates and deliver solutions.

In her previous job as Senior Consultant at Cannon Financial Institute, Lauren analyzed business issues, worked with development teams to craft solutions and led project implementation. She focused on client and company projects with process design components as well as documentation and execution requirements, and kept a focus on consistent measurement and evaluation of Cannon's custom solutions and products. She also worked extensively with a team focused on developing Cannon's internal databases and CRM and served as a member of the Technology Committee.

Lauren's prior role as Business Process Manager was critical to the Morgan Keegan integration with Raymond James in 2013. Her responsibilities during the transition included researching and validating business processes through independent research and group facilitation. This work resulted in consolidated best practice guides for financial advisors and sales assistants. These guides included easy-to-follow web and print content, as well as internal change process and technology integration procedures to keep system workflows on track.

Lauren was initially hired in 2008, to the Practice Management Group in Wealth Management Services at Morgan Keegan where she helped advisors integrate technology into their daily work routines. She was promoted to Project Liaison and Practice Management Group Coordinator, and eventually Business Process Manager. As a liaison between Information Technology, Operations and the Practice Management Group, Lauren worked on extensive enhancements to the company's CRM, client reporting suites, financial advisor business reporting tools and trading screens. During this time, she provided business context, realistic usage scenarios, initial business requirements and mockups for system enhancements. As projects developed, she created training strategies, materials, communications and metrics for rollouts. She also facilitated beta groups of early adopters, maintained interdepartmental SharePoint sites and pages with training documentation and user guides, and provided advanced support to advisors.

Lauren earned a Bachelor of Business Administration degree in Marketing Communications and a Masters of Business Administration from the University of Mississippi. She also holds a Business Process Management Professional certificate, a Business Process Management Advanced Professional certificate, and a Six Sigma Green Belt.

Lauren and her husband Andy are Mississippi natives and Ole Miss baseball fans. She is active in her Getwell Church community, co-leads a local discipleship group and mentors several young adults. She is also an avid runner who completed her first full marathon for St. Jude in 2017. Lauren enjoys visiting family and friends and spending time outdoors running, hiking, and kayaking.