



Diego Hernandez

Info

Location: Salt Lake City, UT

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DoB: April 25, 1996

Key Skills

- Digital media creation and design
- Proficient writing skills
- Excellent problem solving and collaboration skills
- Heritage Spanish Speaker
- Hobbyist computer repair
- Adobe Photoshop, Illustrator, and InDesign
- Microsoft Office
JavaScript/jQuery,
HTML/CSS, Bootstrap,
node.js

Experience

WENDY'S, HEBER CITY SHIFT MANAGER

07/19/13 - 07/03/17

This was my first job I had as a teenager. It required excellent communication and collaboration. I was promoted to shift manager in early 2016.

- Heavy guest interaction to create a friendly atmosphere
- Manage shifts as efficiently as possible
- Monitor employee performance to ensure compliance with company policies and food safety policies
- Quickly adapt to changing store scenarios
- Hiring and training employees

SUNDIAL LODGE, PARK CITY LEAD NIGHT AUDIT

09/19/17 - 8/30/19

I managed the desk and emergency situations. Given its high class nature, professional communication and appearance are vital for pleasing our guests

- Manage all incoming phone calls and emails
- Quickly and effectively resolve any guest issue
- Manage front desks of multiple properties and knowledge of each property's accommodations and amenities
- Carefully manage communication logs via email and desk log
- Collaborate with competing property management companies
- Create and manage training procedures

WORTHY.COM, SALT LAKE CITY

ACCOUNT EXECUTIVE

08/28/19 - 07/02/2020

As a startup, I have had the opportunity to impact improvements to our website, training, and CRM system. My position is as a phone sales rep.

- Hitting outbound call and talk time metrics
- Sell our clients on our service to push delivers
- Achieving monthly GMV goals to drive growth in the company
- Collaborate with coworkers to streamline or improve various aspect of the company

Education

WASATCH HIGH SCHOOL, HEBER CITY: DIPLOMA

2010 - 2014

In high school, I endeavored to challenge myself with honor and college level course work as well as being active in service clubs. These are key highlights of my enterprise.

- INTERACT CLUB: PRESIDENTIAL CITATION AWARD (2013)
- INTERACT CLUB: DIRECTOR OF SCHOOL SERVICES (2013 - 2014)
- EDITOR-IN-CHIEF (2013 - 2014)

UNIVERSITY OF UTAH: FULL STACK WEB DEV. BOOTCAMP

2020 - 2021

I tend to thrive in a fast-paced learning environment and am finding success in this bootcamp. These are my biggest accomplishments thus far.

- CERTIFICATE OF RECOGNITION: BEST USE OF TECH - [QR-AID CODES](#)
- CERTIFICATE OF RECOGNITION: SHUT UP AND TAKE MY MONEY - [QR-AID CODES](#)
- REPOSITORY: [LOCAL WEATHER FORECAST](#)
- REPOSITORY: [WORK DAY SCHEDULER](#)