**LEILA DAWA, PMP**

(301) 693-0313 • [ldawa12@gmail.com](mailto:ldawa12@gmail.com) • <https://www.linkedin.com/in/leila-dawa-pmp-b37398105/>

***Proactive Project Leader Providing Strategic Direction Utilizing Exceptional Management Experience***

**SUMMARY OF QUALIFICATIONS**

Proficient Project Management Professional (PMP) adept at delivering goal-oriented operational solutions utilizing industry best practices, excellent communication skills, and high-level collaboration. Fast learner with the ability to diagnose technical issues through quality control, assist clients, and make effective presentations to senior management. Increased productivity by 20%, adopted a new program, and aided in the opening of a new location all for one company. PMI Institute member avid about learning as a current data analysis boot camp participant.

* Project Management
* Data Analysis
* Operations Strategy
* Project Planning
* Client Management
* Problem Solving
* Root Cause Analysis
* Office Software
* Interpersonal Skills
* Budget Planning
* Microsoft Word, Excel, and PowerPoint

**LANGUAGES**

**English, French, and Spanish,** Advanced Level Proficiency in Speaking, Writing and Reading

**Portuguese (Brazilian),** Basic Level Proficiency in Speaking, Writing and Reading

**PROFESSIONAL EXPERIENCE**

**Whole Foods Market,** North Bethesda, MD

*Associate Team Leader 09/2016 – Present*

Led in assisting the team leader in planning and executing projects, promotions, and policies concerning inventory count, resource allocation, and department finances. Coordinated in leading a team of over 40+ team members with a weekly average sales volume of $110K. Monitored and evaluated individual team member performance according to the company’s key performance indicators (KPIs) while providing feedback.

* Increased productivity by 20% by providing day-to-day support and mentoring staff to ensure smooth adoption of the new order-to-shelf (OTS) program
* Aided in the design and successful opening the Prepared Foods department at Whole Foods on H Street (Washington, DC) by brainstorming and strategizing with regional leadership

*Supervisor 07/2011 – Present*

Co-managed the scheduling and supervision of team members and maintain guest experience daily. Trains, develops, and counsels team members to sustain a high-performance team and minimize turnover. Managed team efficiency and organized workflows by facilitating schedules and logistics, delegating tasks, and resolving difficult situations. Facilitated performance evaluation by ensuring that milestones are met, tracking and documenting performance, and providing constructive feedback and guidance. Addressed customer service by monitoring customer flows and responding promptly to customer needs and questions. Fosters and encourages a positive environment of teamwork, mutual respect, and morale.

* Co-designed a team of employees by assisting store leadership with interviewing and hiring processes

**Modell’s Sporting Goods,** Germantown, MD

*Cashier 06/2006 – 06/2011*

Exemplified optimal customer service through cash accounting, guest experience, and inventory management abilities. Assisted and welcomed customers while solving their issues, locating products, and providing recommendations. Balanced the cash register and reconciled items such as cash, checks, credit cards, and accounts receivable and payable. Generated and communicated pertinent accounting reports. Organized merchandise while personifying the company brand in a professional fashion.

* Led sales team members in restocking and organizing merchandise
* Minimized issues while processing point of sales (POS) transactions, including cash, check, and credit purchases and refunds utilizing necessary checks and balances

**EDUCATION**

**Bachelor of Science in Marketing,** University of Maryland University College, Largo, MD

**Associate of Science in International Business,** Montgomery College, Rockville, MD