

# Alexis Diamond

I am driven by providing great service through attention to detail, organization and genuine care for others. I am a passionate leader with a focus on developing my teams. I am committed to providing win-win solutions for all stakeholders.

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## EXPERIENCE

### **Oh Wow Property Management, Los Angeles, CA — Property Manager**

FEBRUARY 2021 - PRESENT

Responsible for managing three properties as Airbnbs and long term rentals. Hired and scheduled housekeeping, landscaping and maintenance. Maintained excellent ratings through Airbnb platform with thorough and prompt communication with guests and attention to detail with property upkeep. Posted and kept listings current, vetted renters and responded to inquiries. Resolved all guest complaints or issues in a way that satisfied both guests and owners.

### **Whole Foods Market, Silver Lake, CA — Customer Service Team Leader**

FEBRUARY 2021 - JANUARY 2022

Managed a team of 40-50 people, including maintenance, cashiers, in-store shoppers and pricing/marketing teams. Responsible for recruiting, training, reviews, and disciplinary action. Developed training curriculum and mentored trainers, supervisors and associate team leaders. Met and exceeded all financial expectations, labor and purchasing goals. Maintained an average of 10% YOY increase in comp sales. Scheduled sub teams to meet demand and labor cost requirements. Handled all applicable customer requests, inquiries and complaints, creating win win solutions for customers while maintaining policy. Upheld a high standard for occupational, COVID and food safety.

### **Whole Foods Market, Park City, UT — Market Team Leader**

MARCH 2019 - FEBRUARY 2022

Lead a team of 20 people. Directly supervised buying of dry grocery, dairy, frozen and bulk departments for a top profiting store in the company. Met and exceeded sales, spoilage, margin and labor targets. Responsible for hiring, mentoring, training and delivering reviews. Planned and maintained creative merchandising throughout store. Fostered mutually beneficial relationships with suppliers and merchandisers to maximize sales growth. Piloted merchandising programs that were subsequently implemented throughout all stores in the Rocky Mountain Region.

## SKILLS

Management  
Customer Service  
Recruiting  
Microsoft Office  
Full-Stack Program  
Development (Javascript)

## AWARDS

**Whole Foods Market Rocky Mountain Region Customer Service All-Star Award. (2018)**

Awarded to the Team Leader with the best financials, customer service and team culture.

## **Whole Foods Market, Park City, UT — *Customer Service Team Leader***

MARCH 2015 - JUNE 2019

Lead a team of 40 people. Developed and maintained a well-rounded team, promoted many team members to take the next step in their careers. Heightened service levels by promoting speed of service and team mentorship. Created lasting partnerships with fellow team leaders to promote a cohesive relationship between all teams. Played an integral role in the opening of the El Paso, Texas store and continued to consult their Store Support Team throughout my time in the position. Took on additional store leadership responsibilities during an extended leave of absence including merchandising walks, occupational safety, food safety and accountability conversations.

## **EDUCATION**

### **Utah Valley University, Orem, UT — *Associates of Science***

AUGUST 2009 - MAY 2013

Focus in Behavioral Science

### **UCLA Extension, Los Angeles, CA — *Full Stack Web Development Bootcamp Certification***

FEBRUARY 2022 - EXPECTED GRADUATION MAY 2022

Learned front end and back end web technologies including; HTML, CSS, Javascript, APIs, mySQL, node.js and React.