

# D. Yvette Diamond

Workforce Development Activist | Social Visionary | Collaborative Leader

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www.CenterRailStrategies.org

## Experience

### Chief Advisor/Owner, Our Facets Consulting

Fulton, MD | February 2010–Current

Executive-level consulting firm focused on delivering employee hiring/retention strategies, professional development programs, facilitating strong cultures, and innovating internal business processes and workflows to reduce cost. *Notable achievements*

- Designed targeted marketing automation that reduced the sales cycle by 1/3 and increased repeat clients by 50%.
- Constructed automated workflow for legal estate planning process reducing staff time spent for deliverable by 40%.

### Business Solutions Manager, Frederick Community College

Frederick, MD | May 2018–December 2018

Contract position hired to execute adult learning and contractual learning programs while building client base. Client-facing role responsible for strategy, relationships, and curriculum development for the autobody, manufacturing, and construction industries. *Notable achievements*

- Coordinated *Workplace Excellence* program for Frederick Works teaching soft skills to candidates to address barriers to employment.
- Served as “secret shopper” for military client struggling with poor service delivery. Based on findings collaborated to develop culture-focused team-building and customer service employee seminars.

### Chief Operating Officer, Three Dog Logistics

Jessup, MD | April 2011–April 2018

Responsible for operations of \$24M logistics company that processed thousands of transactions daily. Oversaw enterprise including strategic planning, employee hiring/development, contract management, quality control, benefits, facility infrastructure, CRM, and systems automation.

## Executive-Level Skills

- Executive-level entrepreneur with experience building a \$1M business from scratch
- Motivate and lead teams of 100+ people
- Easily manage large-scale projects across multiple departments, contractors, and vendors
- Identify and implement company-wide cost reduction efforts
- Strategic and financial planning including P&L and cash-flow management, payroll, benefits, and vendor contract negotiation



## Let's Change the World

**Live life with purpose. Spark change.**

In a nutshell this is what I'm all about. Life and experience has forged me into someone who cuts through chaos, builds a clear path, and inspires teams to take action and achieve remarkable results.

With 30+ years' experience as an executive, consultant, and entrepreneur, I'm now looking to share my wisdom with an organization whose mission it is to impact the lives of others.

I'm passionate about human development for workforce readiness. Ensuring that all those willing and able to work come to the starting line with the same support, free of barriers and a clear path for career advancement.

It's my mission to inspire industry leaders to invest in human capital, change lives, and reap the rewards of a high ROI – dedicated, talented teams with a company-first attitude.

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## Chief Operating Officer, Three Dog Logistics *(continued)*

Jessup, MD | April 2011 – April 2018

Notable achievements in role:

- Developed custom automation for new service offering that grew revenue by 50% in year one of contract.
- Re-vamped benefit agreements, facility contracts, and IT services reducing overhead by 42% within three years.
- Cultivated strategy for and hired team to build comprehensive mail tracking automation system that delivered reduced processing time and higher profit margins within two months of launch.
- Documented standard operating procedures for all departments to increase efficiency and implement operational redundancy.

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## Marketing Manager, RWD Technologies

Baltimore, MD | July 2008 – February 2010

Responsible for all marketing including strategy, campaigns, digital collateral, proposals, conference management, and budget oversight.

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## Owner, Golden Orchid Spa and Salon

Frederick, MD | July 2002 – September 2008

Solo entrepreneur wholly in charge of the launch and operations of a \$1M spa that catered to an affluent client base. Responsible for managing all aspects of the business and 38 employees. Grew business from start-up to \$1M and two locations within six years.

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## Vice President Operations, Phillips Investment Resources, Inc.

Potomac, MD | January 1993 – September 2002

Served as internal operations and business process expert; managed 100+ staff and a \$10M budget. Responsible for project management, reporting, develop key metrics, contracts and vendor oversight.

## Community Involvement

Founder, Center Rail Strategies, Inc.

*The CornMaze Effect Social Enterprise Project*, 2018 – Current

Member, Project JumpStart Employer Advisory Committee, 2019 - Current

Volunteer, Howard County League of Women Voters, 2018 - 2020

Co-Chair, Downtown Frederick Partnership, 2005 - 2008

## Education

Wade College, Dallas, TX

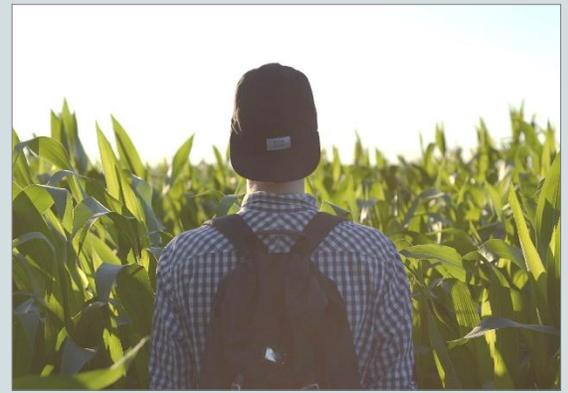
Montgomery College, Rockville, MD

## Recognitions

Maryland Top 100 Women 2016

Entrepreneur of the Year 2005

– Frederick County, MD, SEB



## The CornMaze Effect Social Enterprise Project

It may sound cliché, but I think we can do better. We can and must do better; everyone should be self-sufficient and able to work to support their families. The time for equality to be our new normal is now.

The CornMaze is a visual model of the challenging and defeating environment in which the multi-generational, underserved, unemployed, and underemployed community lives. The CornMaze has its own culture, societal rules, linguistics, and expectations that prevent individuals from entering the working world with equal skills, support, education, and guidance.

This project seeks to develop CornMaze members into well-rounded, skilled, sought-after employees by furnishing the needed wrap-around services, training, and opportunities that align with job opportunities.

By developing a strong semi-skilled workforce this project also addresses the skilled labor shortage in the U.S.

Want to get involved? Visit [www.CenterRailStrategies.org](http://www.CenterRailStrategies.org).