

# Laura Levilly-Deola

305 Virtus Bend,  
Austin, TX 78748  
(512) 888-6919  
[me@lauradeola.com](mailto:me@lauradeola.com)



**US Permanent Resident, proactive French/English speaker and hardworking individual focused on continuous operational improvement, and providing outstanding customer experience.**

## Work History

<b>Estate Manager</b>	11/2015 to present	<i>Multiple Private UHNWIs (BVI, UT, TX)</i>
<ul style="list-style-type: none"><li>• Responsible for the day-to-day operations and maintenance of private estates, including multiple luxury properties (\$55M+), assets (including including yachts, exotic vehicles).</li><li>• Sourcing and coordinating vendors, contractors, and service providers to ensure the properties are well-maintained and secure.</li><li>• Implementing best practices for estate upkeep, security and sustainability, including scrum project management, calendars, creating training and history documentation for easier traceability and streamlined troubleshooting.</li><li>• Overseeing and performing maintenance, repairs and renovations, and ensuring the estate's equipment is running smoothly, safely and sustainably (including 10HP/120PSi commercial pumps, water distillers, rainwater cistern, complex server rooms etc.)</li><li>• Hiring, training, and managing household staff members, including gardeners, housekeepers, butlers and security personnel. Total team headcount: 30+</li><li>• Ensuring that all staff members adhere to the highest standards of professionalism, discretion, and service excellence, setting KPIs and conducting reviews.</li><li>• Maintaining an inventory of valuable assets, including art collections, clothing, vehicles, yachts and other luxury items.</li><li>• Developing and implementing strategies for the care, preservation and enhancement of the assets.</li><li>• Arranging travel logistics for the family and their guests, including transportation, accommodations, meals and itinerary planning.</li><li>• Planning and coordinating special events, parties, and gatherings hosted by the principals.</li><li>• Acting as an event planner or liaising with event planners and other vendors to ensure seamless execution of personal and corporate events.</li><li>• Managing budgets, accounting, and payroll, and monitoring the estate's financial performance, monitoring expenditures and ensure cost-effective management of resources.</li><li>• Meeting frequently with the estate owner to discuss their desires and plans, and reporting on the estate's progress to the principals or the family office.</li><li>• Drafting, revising and submitting insurance claims to ensure fast approval turnaround.</li><li>• Working closely with financial advisors and accounting teams to create and manage budgets for estate maintenance, staff salaries and other estate-related expenses.</li></ul>		
<b>Chief of Staff</b>	02/2022 to 03/2024	<i>Peak Performers   Austin, TX</i>
<ul style="list-style-type: none"><li>• Participated in fast-paced hiring, established and enforced policies/procedures to optimize business functions and proactively prepared for ambitious goals.</li><li>• Managed business operations while overseeing several departments to verify on-time completion of key deliverables.</li><li>• Encouraged and lead dynamic coordination and cooperation among departments, continuously reviewing interdepartmental processes to support quality control, and workflow improvements.</li><li>• Provided feedback to the team on their performance, tracked their activity, and reported to leadership on key metrics, challenges and outcomes.</li></ul>		

- Developed analytical frameworks, data models and relevant insights to support prioritization, scoping and effective decision-making throughout organization.
- Lead IT support department for internal staff and clients, guided team through a stellar service strategy, offered fast problem-solving, ensuring smooth interactions and guaranteeing optimal customer satisfaction.
- Served as an escalation point for delicate challenges, or proactively jumped in to prevent situations from deteriorating satisfaction, relationships, trust and brand reputation.
- Stepped in to personally work with strategic clients/partners to guarantee the highest level of support, building positive and long-lasting business relationships, soliciting feedback to continuously improve our services.
- Identified, implemented and deployed software to support the business needs/growth. Created and provided engaging training and audits to ensure success of these launches.
- Planned annual and quarterly team objectives with celebrated milestones to hold members engaged, accountable, but also empowering them to learn and grow.
- Established branding guidelines and created a pitch book to ensure consistent voice and tone, terminologies, and communication standards.
- Organized events to create thought leadership panels with engaging content aimed to support the company's mission, educate audiences, and generate sales.
- Maximized every opportunity to create content via podcasts, webinars, social media, blog articles, to support our mission, raise awareness on the brand, and create a full customer experience stack.

### **Operations Manager**

06/2021 to 02/2022

Half Helen | Austin, TX

- Served and delivered kind and thoughtful free vision care to children and low-income populations from a 300sq/ft mobile clinic serving the Austin area (from Bastrop to Round Rock).
- Established and administered annual budget for the mobile clinic with controls to prevent overages, minimize burn rate and support sustainability objectives.
- Directed initiatives to achieve regulatory compliance, foster good practices and exceed industry quality standards, and educated health care partners.
- Identified and solved issues with manufacturing, dispensing, equipment and workforce to drive business objectives.
- Hired, trained and lead a team of screeners, elevating them to knowledgeable licensed professionals.

### **Office, Café & Facilities Manager**

12/2019 to 05/2021

Arrive Logistics | Austin, TX

- Coordinated leasing, contracts with other companies and facility maintenance budgets to provide for seamless building operations.
- Managed a team of 6 Baristas and 3 Maintenance Technicians + all vendors.
- Handled building security, HVAC, electrical and other systems vital to successful building operation (200,000 sq/ft including 80,000sq/ft of remote properties).
- Lead demolition, renovation and construction of remote high-rise offices.
- Evaluated facility operations and personnel for safety and health regulations compliance, including during COVID-19 outbreak, and led sanitation and safety measures accordingly.

### **Property Manager**

07/2014 to 06/2018

Urbanspace | Austin, TX

- Directed property management program by determining requirements, planning for material equipment replacement and implementing quality control oversight.
- Conducted inspections of property grounds, buildings and equipment to identify maintenance concerns and direct timely repairs.
- Handled all bookings, cleaning, maintenance, onsite support, and marketing/loyalty programs for return guests.
- Partnered up with VRBO for Mother-Daughters Day, hosted celebrities for SXSW and ACL, provided shelter to a family impacted by the Nice (France) terrorist attack in 2016 and for the Hurricane Harvey victims.
- Built customer journeys across multiple marketing contact channels and focused on direct mail, short message service, email and web notifications.

## Software

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Adobe Creative Suite, Front, GSuite, Jamf, Okta, Netsuite, ZenDesk, CSS, Jira, Asana, Slack, Lever, Workday, Salesforce

## Education

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### **Bachelor's Degree in Business Management**

*Major in Graphic Design & Visual Arts*

Université Catholique de l'Ouest

*Angers, France*

(EU Equivalent)

Graduated in 2006

## References (contacts upon request)

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**Dallas Harlan**

Sr. VP of Sales (Coworker)

Peak Performers

**Beverly Lambert**

Client

Moonlight Management

**Renee Curfman**

VP of IT (Manager)

Arrive Logistics