

# AMELIA MACDONALD

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39 SUMMERSIDE ROAD  
ANTIGONISH, NS B0H 1R0  
902-995-0155  
AMELIA.MACDONALD2310@GMAIL.COM

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## Objective

Motivated and dedicated professional seeking a full-time position where I can leverage my extensive experience in retail management, customer service, and sales, along with my growing expertise in IT programming.

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## Skills & Abilities

I possess strong leadership and team management skills, with excellent communication and interpersonal abilities. I am highly capable of multitasking and working under pressure while demonstrating problem-solving and critical thinking skills. My experience in customer service has equipped me with excellent relationship-building abilities. Additionally, I have expertise in sales and marketing, as well as inventory control and loss prevention. My growing proficiency in IT programming further enhances my ability to adapt to modern technological advancements in the workplace.

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## Experience

### THE VAPOUR TRAIL

#### Store Manager | July 2018 – August 2024

- Balance cash, track daily/monthly sales targets, and manage financial transactions.
- Order merchandise, conduct inventory checks, and maintain organized store layout.
- Resolve customer inquiries and complaints effectively.
- Hire, train, and supervise employees to ensure excellent customer service and smooth operations.

### SATELLITES R US

#### Sales Representative | June 2017 – June 2018

- Conducted cold calls to promote internet and TV services.
- Assisted customers in selecting the best package to meet their needs.
- Managed customer accounts, scheduled installations, and handled service issues.

### WALMART CANADA

#### Department Manager | May 2010 – June 2017

- Provided professional customer service and assisted with purchases.
- Managed sales associates and ensured adherence to store policies.
- Organized product displays and followed merchandising planograms.

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HEATHERTON, NS | 902-995-0155 | AMELIA.MACDONALD2310@GMAIL.COM

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## SYKES ENTERPRISES

Customer Service agent | February 2008 – January 2010

- Assisted customers with billing issues and account management.
- Processed service changes, hardware upgrades, and plan adjustments.

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## Education

### NOVA SCOTIA COMMUNITY COLLEGE (NSCC)

Antigonish, NS | IT Programming (Currently Enrolled, 2025)

Antigonish, NS | High School Graduation Diploma (ALP Program) –  
Graduated 2023

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## Communication

I excel in verbal and written communication, allowing me to effectively interact with customers, employees, and business partners. My ability to listen actively and provide clear, concise information has been crucial in resolving customer concerns and enhancing team collaboration. I am experienced in drafting professional emails, reports, and procedural documents, ensuring clear and effective communication.

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## Leadership

I have extensive experience leading teams in various retail and customer service environments. I take pride in fostering a positive and productive work environment, mentoring employees, and ensuring that team members are motivated to perform at their best. My leadership approach focuses on clear communication, setting achievable goals, and providing constructive feedback to encourage professional growth. Through my years of experience, I have successfully built strong, high-performing teams that contribute to business success.

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## Additional Skills

I am highly experienced in cash handling and retail management, as well as merchandising and store organization. My ability to train and lead employees effectively has contributed to my success in retail management. I excel in sales and customer relationship management and have strong expertise in inventory management and ordering. Additionally, I am currently developing skills in IT programming and have experience in scheduling and team coordination.

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## References

Available Upon Request