

Experience

Market Manager

September 5, 2017- Current, Sherwin Williams, Fredericton, NB

- Growing wholesale business by conducting effective outside sales calls.
- Ability to manage staff, which includes recruiting and hiring, scheduling, training, delegating work assignments and evaluating work performance.
- Store operational skills such as financial reports, credit and accounts receivable performance, scheduling, and inventory control.
- Wholesale and retail customer service skills, including problem solving and handling customer complaints.
- Excellent planning and organizational, and communication skills.
- Ability to advance roles quickly in a company as Decorative Product Specialist to Manager in a two-year time frame.

Paint Colour Consultant

October, 2015- October, 2016, The Paint Store/Cloverdale Paint, Fredericton, NB

- Provided colour consultations and tinted paint colors as per customer needs.
- Excelled at custom color matching.
- Aided customers with finding the correct supplies and products to complete their painting projects.

Paint Expert

April, 2013- August, 2013, Sussex Home Hardware & Building Centre, Sussex, NB

- Brought past paint experience which produced new contractor accounts.
- Tinted paint colors as per customer needs.
- Excelled at custom color matching.
- Aided customers with products and supplies needed to complete their needs.
- Solved problems by recommending the proper steps in fixing existing paint problems.
- Assisted with processing orders, answering telephone inquiries, operating POS system, and handling cash.
- Held warehouse responsibilities including receiving, stock, equipment maintenance, special orders, and overall cleanliness.
- Assisted customers in other store departments.

Customer Service Associate/Paint Tinting Specialist

May 17, 2010- April 2, 2011, General Paint, Calgary, AB

- Produced new contractor and designer accounts
- Excelled at color matching
- Assisted with processing orders, answering telephone inquiries, operating POS system, and handling cash.
- In charge of opening and closing the store, filing end of day reports, and completing bank deposits.
- Held warehouse responsibilities including paint production, stock, equipment maintenance, special orders, and overall cleanliness.
- Trained new staff on tinting and color matching techniques.
- Implemented quality control and demanded work orders to be correct before reaching the customer.
- Received awards in customer service due to excellent performance and suggestive selling.

Manager

October 5, 2009- May 14, 2010, Watch It!, Calgary, AB

- Responsible for meeting sales targets and goals.
- Managing and training staff.
- Performing watch repairs and maintenance on a daily basis.
- Merchandising watch and sunglasses displays.
- Keeping up to date on current trends and new products.

Customer Service Professional/Paint Tinting Specialist

February 6, 2005- June 26, 2009, Cloverdale Paint, Calgary, AB

- Produced new accounts bringing the company to its four million dollar goal.
- Excelled at color matching
- Assisted with processing orders, answering telephone inquiries, operating POS system, and handling cash.
- In charge of opening and closing the store, filing end of day reports, and completing bank deposits.
- Advanced in company procedure by attending weekly conference calls
- Held warehouse responsibilities including paint production, stock, equipment maintenance, special orders, and overall cleanliness.
- Trained new staff on tinting and color matching techniques.
- Implemented quality control and demanded work orders to be correct before reaching the customer.
- Received awards in customer service due to excellent performance and suggestive selling.

Education

University of New Brunswick Extended Learning, Fredericton, NB

April 2023-current

- Full Stack Web Developer

Canadian Fitness Professionals Organization, Calgary, AB

April 2002-July 2002

- Personal Trainer Specialist

Upper Miramichi Regional High School, Boiestown, NB

September 1993-June 1999

- High School Diploma

Skills

Computer Skills

- Operating a pc and operating windows applications and various software, as well as experience in graphic design and web building.
- Web Development and coding.

Customer Service

- Ability to deal with the general public in a multitude of situations resulting in special recognition and awards from employers and customers.

Interior Design

- Have been trained by the paint industry in color schemes, designs, faux finishes, and themes for interior living.

Labor

- Ability to multitask and take on labor intensive jobs involving heavy lifting, experience in gardening and maintenance, and various landscaping projects.