

Nichelle Nabert

Customer Service professional with over 7 years of experience in food and retail.

Pickering, ON

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Seeking a full-time position to apply my current experience and skills to. As well as to gain experience and learn aspects in different and new work environments.

WORK EXPERIENCE

Supervisor

Tim Hortons - Pickering, ON -

2015-08 - Present

- Maintained high standards of guest service with high-volume and fast paced operations.
- Recruited and trained new team members; Coordinated scheduling with team members to ensure seamless service developing new and existing team members and motivating/encouraged team to achieve targets.
- Ordered supplies while keeping Food and Paper costs low; below established budget.
- Set daily goals and objectives for team members and instilled and enforced company policies, procedures, ethics.
- Handled guest complaints and queries with professionalism and concern.
- Prepared reports and other performance analysis documentation.
- Operated cash registers and voided transactions as needed while following cash handling policies and procedure.
- Responsible for the handling of monies, cash floats, roll up lotteries and deposits.

Sales Associate

Suzy Shier - Pickering, ON -

2015-04 - 2017-06

- Ensured that all guests were greeted and helped in a timely fashion.
 - Assisted guests in fitting rooms; offering insight and suggestions to increase sales.
- Maintained a clean, clutter-free and safe environment for guests.
- Handled money, refunds and exchange.

Brand Merchandiser

Target - Pickering, ON -

2013-09 - 2015-04

- Cultivated a strong guest focused culture that exceeded guest expectations.
- Ensured merchandise signing, labels and tickets were displayed accurately and kept up to date.
- Maintained a clean, clutter-free and safe environment for guests.
- Executed Apparel Merchandising Guides in all clothing departments.
- Upsold promotional card benefits and encouraged program enrollment.

- Handled money, refunds and exchanges.

Supervisor

Tim Hortons -

2009-06 - 2012-09

EDUCATION

High School Diploma

Stratford Career Institute

SKILLS

Customer Service, Inventory, Supervising, Scheduling, Food Service

CERTIFICATIONS/LICENSES

Food Safety

2017-04 - 2022-04

Advanced Food Safety - Management Level