**Marisha Ferland**

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Highlight of Skills & Qualifications

1. Friendly and approachable

2. Excellent communications skills

3. Can work with a team or individually

4. Quick and effective learner

5. Responsible and organized

6. Provide excellent customer service

**Work Experience**

Sobeys

Meat Dept. May 2014 – Aug 2014

SEPHORA

Seasonal Oct 2013 – Jan 2014

JOEY Coquitlam Dec 2012 - Jan 2013

Seasonal

TrojanOne July 2012 - Present

Promotional Representative

• NOS Energy Drink Campaign

• Hot Wheels Campaign

• Game On! Campaign

Social Shopper July 2012 – July 2013

Promotional Representative

The Bay, Origins

Men’s Wear/Beauty Advisor August 2010 - July 2012

• Sales

• Clienteling

• Recruiting

Java-Licious Cafe March 2010 - August 2010

Manager/Keyholder/Server/Barista

• Creating staff schedules

• Creating new drinks and food items for the menu

• Training new staff

• Sampling

• Opening/closing cafe each day

• Using espresso machine and grill on a daily basis

• Ordering supplies, ordering items from bakery

The Promoters

Promotional Representative February 2010 - Present

• Panasonic campaign, 2010 Olympics, Panasonic Pavilion

Match Marketing

Promotional Representative February 2008

• Kraft Salad Dressing Campaign

Moxie’s Grill and Bar

Hostess/Runner July 2007- Dec 2007

• Greeting customers

• Planning and organizing seating charts

• Making room service deliveries to attached hotel

• Bussing cleaning, and setting tables

• Running food to tables

Convergys

Customer Service Agent February 2007- July 2007

• Answer enquiries

• Resolve problems and discrepancies regarding customer accounts

• Prepare and submit progress reports

**Education and History**

John Casablancas Institute, Makeup Artistry Diploma 2013

Nail Technology, Makeup and Esthetics

Riverside Trades and Training Centre Diploma 2006