

# Brian Davies

## Web Developer & Customer Service Expert

📞 (647) 784-2069

✉️ [brian.davies589@gmail.com](mailto:brian.davies589@gmail.com)

🗣️ English Native

📁 [github.com/sommcoder](https://github.com/sommcoder)

🏠 Toronto, Ontario

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### **Career Summary:**

- ❖ 2+ years of practical fullstack web development experience through regular self-study and portfolio projects.
- ❖ 4+ years working with website CMS platforms such as Squarespace, Cargo & Shopify.
- ❖ 7+ years of purchasing, receiving, inventory management and leadership experience.
- ❖ 12+ years of customer service, retention and recovery experience, serving high-standard clientele.
- ❖ 1.5+ years of entrepreneurship running a small wine subscription business during the COVID-19 Pandemic.
- ❖ Educated and experienced in business, costing, project management, marketing and GAAP.
- ❖ Deeply analytical, administratively savvy with an attention to detail and a love for solving difficult problems.

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### **Skillset:**

- ❖ Full stack web development: JavaScript, React, HTML5, CSS3, Node, SQL and Google Cloud Platform.
- ❖ Excel, Google Sheets, Forms, Analytics, SEO and CRO tools.
- ❖ Sales channel development and scaling (Shopify, Recharge, UberEats, Squarespace and Stripe).
- ❖ Experienced in creating workplace systems, procedures, training plans and successfully launching them.
- ❖ Moderate design experience with Adobe Indesign and Canva Pro.

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### **Career Experience:**

#### **Blue Door Wine Shop & Osteria Rialto Restaurant**

1010 Bloor St. West, Toronto, ON

**Retail Manager & Wine Director** (10 months)

**Mar 2023 - Present**

**Sommelier & Web Administrator** (2 years)

**Mar 2021 - Mar 2023**

- ❖ Was promoted to Retail Manager and Wine Director managing over \$200,000 worth of assets with a \$5-\$15k purchasing budget per week and managing a close-knit team of three employees.
- ❖ Opened new sales channels (Uber Eats, local delivery through Shopify, wine subscriptions) and increased all major KPIs since I took on the role with a steady revenue increase period over period since March.
- ❖ Was able to integrate our POS to our inventory management software, saving the company countless dollars as we were then able to synchronize sales having mapped them to the cost of our products.
- ❖ Worked as a sommelier at Osteria Rialto during my first year working at Paradise Entertainment until I helped to launch their new business, Blue Door Wine Shop, in June 2022.
- ❖ Was a key contributor in establishing workplace procedures in the areas of purchasing and receiving, merchandising, POS programming, UI design, inventory management and business reporting.

#### **Gravity Wine Co.**

38 Dan Leckie Way, Toronto, ON

**Owner & Sommelier** (1 year, 8 months)

**Nov 2020 - July 2022**

- ❖ Founded a virtual wine service and subscription business during the 2020-2021 pandemic.
- ❖ Established the brand, website and social media accounts for the company.
- ❖ Was able to maintain a very low customer subscription churn-rate and keep their loyalty for over a year.
- ❖ Planned and presented a virtual wine tasting to over 80+ employees of an international consulting firm.

## **Montecito Restaurant**

299 Adelaide Street West, Toronto, ON, Canada

### **Beverage Manager (1 year, 7 months)**

**April 2018 - October 2019**

- ❖ Worked as the primary wine, liquor and beer purchaser for Montecito Restaurant.
- ❖ Responsible for the wine and beverage program at Montecito.
- ❖ Managed two separate wine programs of over 250+ wines, leading day to day wine operations/service as well as weekly staff wine training, managing over \$190,000+ worth of beverage products during peak seasons accounting for all products bought and sold in-house.

## **Colette Grand Café**

550 Wellington Street West, Toronto, ON, Canada

### **Sommelier & Operations Manager (2 years, 6 months)**

**August 2015 - February 2018**

- ❖ Worked as the sole wine, liquor and beer purchaser for Colette Grand Café.
- ❖ Responsible for the wine program at Colette regarding purchasing, menu engineering, staff training, purchase orders, invoicing and supplier relations, as well as working the floor as the sole sommelier.
- ❖ Well experienced in operating and managing a monthly purchasing budget of \$18,000+ in wine at 28% cost of goods sold, as well as maintaining a \$40,000 wine inventory with over 120 primarily French wines.

## **The Chase**

10 Temperance Street, Toronto, ON, Canada

### **Sommelier Apprenticeship (7 months)**

**February 2015 – August 2015**

- ❖ Gained fine dining service experience serving guests with high expectations as I worked towards earning the sommelier role at Colette Grand Café.

## **PORT Restaurant**

1289 Wharf Street, Pickering, ON, Canada

### **Operations Manager (2 years, 5 months)**

**April 2012 – August 2014**

### **Student Externship (4 months)**

**January 2012 – April 2012**

- ❖ After graduating from George Brown College, worked as an operations manager at a 200+ seat sole proprietorship with revenues exceeding 4 million dollars per annum.
- ❖ As my first leadership position, I gained invaluable experience through my two and a half year tenure. Learned to lead a team and hone my skills from College.

## **Relevant Education:**

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| ❖ JavaScript from Zero to Mastery         | by Jonas Schmedtmann ( <a href="https://www.udemy.com/course/javascript-from-zero-to-mastery/">udemy.com</a> ) | Mar 2022  |
| ❖ CS50x: Introduction to Computer Science | by HarvardX ( <a href="https://edx.org/courses/course-v1-002-2020-01">edx.org</a> )                            | Feb 2022  |
| ❖ Nodes.js, MongoDB, Express Bootcamp     | by Jonas Schmedtmann ( <a href="https://www.udemy.com/course/javascript-from-zero-to-mastery/">udemy.com</a> ) | June 2022 |
| ❖ Understanding TypeScript - 2023 Edition | by Maximilian Schwarzmüller ( <a href="https://www.udemy.com/course/understanding-typescript/">udemy.com</a> ) | Oct 2022  |
| ❖ Complete SQL Bootcamp - PostgreSQL      | by Jose Portilla ( <a href="https://www.udemy.com/course/complete-sql-bootcamp-postgresql/">udemy.com</a> )    | Nov 2022  |