

Rebecca Oakley

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PROFESSIONAL SUMMARY

Passionate cannabis industry professional with 6+ years of dispensary, customer service, and tech experience. Known for delivering personalized, educational service that helps patients and customers find the right products for their needs. Proven leader and team player with strong communication, compliance, and POS skills. Deep knowledge of cannabis products and extraction methods, especially solventless concentrates. Committed to providing top-notch experiences while ensuring accurate, professional, and regulation-compliant operations.

EDUCATION

University of Toledo, Ohio

Associates & Bachelors of Applied Organizational Technologies

CORE SKILLS

Cannabis Product Knowledge: Extensive understanding of harvest and extraction methods, strain effects, and medical/recreational use. Passionate about educating customers and staying current on industry trends.

Customer Experience: Delivers professional, warm, and educational service that builds trust and encourages repeat visits. Expert at matching products to customer needs while promoting brand values.

Leadership & Training: Mentors and trains new team members in consultation techniques, product knowledge, and store procedures with a positive, collaborative approach.

Compliance & Operations: Maintains 100% compliance in regulated environments, following all protocols for labeling, security, and patient confidentiality. Skilled in inventory control and daily operations.

Technology & Cash Handling: Experienced with modern POS systems, secure cash handling, and high-volume transaction environments. Tech-savvy and comfortable supporting digital tools and retail platforms.

WORK EXPERIENCE

Exclusive | Ann Arbor, Michigan — Budtender / Delivery Dispatcher

October 2023 – Present

- Educated customers on solventless and other premium cannabis products, ensuring accurate, regulation-compliant recommendations.
- Delivered professional, personalized consultations that improved customer satisfaction and built trust.
- Trained new hires on product knowledge, store policies, and customer service best practices.
- Maintained inventory accuracy and FIFO practices in a fast-paced, compliance-driven environment.

- Processed high-volume cash and card transactions with precision and accountability.

Green Thumb Industries | Toledo, Ohio — Patient Care Specialist

January 2022 – October 2023

- Guided patients through product selection with a focus on effects, formats, and health needs, resulting in high satisfaction and increased retention.
- Maintained deep product knowledge including flower, concentrates, and solventless options to support patient education.
- Mentored new Patient Care Specialists in consultation, security protocols, and patient engagement.
- Ensured store cleanliness, compliance, and smooth daily operations while providing compassionate, informed service.

Modern Data | Toledo, Ohio — IT Support Technician

October 2019 – January 2022

- Supported client technology systems with strong attention to detail and regulatory compliance.
- Protected sensitive data during migrations and troubleshooting, demonstrating strong organizational and security awareness.
- Managed multiple tasks while maintaining excellent communication and consistent uptime for business clients.
- Applied problem-solving and technical knowledge to ensure smooth daily operations in high-stakes environments.

KEY ACHIEVEMENTS

- Successfully trained and mentored multiple new cannabis consultants and team members.
- Maintained a 100% compliance record across all dispensary roles.
- Consistently earned top satisfaction scores from patients and customers for knowledgeable, empathetic service.
- Demonstrated proven performance in sales, inventory tracking, and secure POS systems.
- Recognized for ability to stay organized, adaptable, and goal-driven in collaborative retail teams.