

# CV Template Sample

## Marsha Barnes

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Lower Sackville, NS B4C2R6

### PROFESSIONAL SUMMARY

Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance.

### SKILLS

- Conflict resolution
- Staff development
- Leadership
- Communication
- Time Management
- Troubleshooting
- Customer service
- Dependability
- Teamwork
- Adaptability

### EXPERIENCE

Manager, Freshii, September 2014-January 2021  
Halifax, NS

- Trained employees on additional job positions to maintain coverage of roles.
- Assigned tasks to associates to fit skill levels and maximize team performance.
- Greeted and encouraged feedback from customers to implement in-store operational changes.
- Conducted inventory counts by assessing current state of inventory integrity against target accuracy levels and tracking variances.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improved bottom-line profitability by 30%.
- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Facilitated exceptional sales and performance results by focusing on continuous improvement approaches and capitalizing on emerging market opportunities.
- Reduced shrink by developing a culture of loss prevention, improving return processes and upgrading store layout.
- Managed shifts in absence of store manager to deliver excellent customer service while promoting sales.
- Organized store and maintained high standards for cleanliness of parking lot, restroom and stockroom.
- Completed daily sales reports and analyzed metrics to identify trends.
- Adhered to store policies and procedures to maintain regulatory and legal compliance.

Baker, Tim Hortons, April 2018-October 2018

#### Halifax, NS

- Maintained temperature, sweep and sanitation logs to document proper conditions.
- Designed appealing product displays to maintain a unique presentation.
- Oversaw baking and cooking training to assist new staff members in professional development.
- Controlled spoilage by generating turn movement and maintaining monthly inventory.
- Took precautions to avoid cross-contamination between food items.
- Maintained a safe and sanitary area by checking food products' temperature and freshness.
- Inspected products for quality assurance before display.
- Followed code dating procedures and adhered to legal regulations governing product labeling and packaging.
- Maintained atmosphere of enthusiastic customer awareness with emphasis on fast customer service.

#### Cashier/Kitchen Worker, Burger King, September 2011-March 2013

##### Truro, NS

- Operated the cash register, collected payments and provided accurate change.
- Helped customers find specific products, answered questions and offered product advice.
- Worked closely with front-end staff to assist customers.
- Trained new team members in cash register operation, stock procedures and customer services.
- Learned roles of other departments to provide coverage and keep the store operational.
- Resolved customer complaints and escalated worsening concerns for remediation.

## **EDUCATION AND TRAINING**

July 2022 Addictions And Community Services Diploma , CDI College, Alberta

June 2007 High School Diploma J.L. Ilsley High School, Halifax, Nova Scotia