

MOLLY CHARNEY

Portland, ME 04105

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PROFESSIONAL SUMMARY

Reliable Shift Leader with 2 years experience at Starbucks. Excellent motivational leader successfully communicates duties and tasks. Dedicated to providing highest standard of service and creating warm and welcoming environment for customers, as well as staff.

SKILLS

- Staff Development
 - Business Planning
 - Operational Excellence
 - Employee Coaching and Mentoring
 - Negotiation and Conflict Resolution
 - Inventory Management
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WORK HISTORY

08/2021 to Current **Shift Supervisor**

Starbucks – Falmouth, ME

- Delivered successful training to more than [Number] employees during tenure, educating on successful work processes and productivity strategies.
- Developed and implemented new processes and procedures
- Analyzed sales figures and identified areas for improvement.
- Managed shift operations, supplied resources and monitored team performance to keep business profitable and running smoothly.
- Managed inventory and ordered supplies to keep location well stocked with necessary supplies.
- Completed store opening and closing procedures and balanced tills.
- Helped store management meet standards of service and quality in daily operations.

06/2020 to 08/2021 **Cashier**

Walmart – Falmouth, ME

- Worked closely with shift manager to solve problems and handle customer concerns.
- Operated cash register to record transactions accurately and efficiently.
- Welcomed customers and helped determine their needs.
- Monitored self-checkout systems and provided help in resolving complex problems.
- Assisted customers with returns, refunds and resolving transaction issues.

09/2019 to 05/2020 **Movie Theater Attendant**

Flagship Cinemas – Falmouth, ME

- Welcomed guests to theater with friendly demeanor and smile and directed to screening rooms.
- Stocked and organized concession supplies to provide customers with food and beverage options.
- Managed multiple tasks simultaneously and completed all assigned duties each shift.
- Worked with other staff members for smooth theater operations.
- Maintained lobby, hallway, and auditorium cleanliness using various sanitation practices.

EDUCATION

Expected in 05/2024 **Organizational Leadership (Project Management) BA**

Arizona State University - Tempe, AZ