

Profile

A tenacious individual with a proven ability to adapt, solve, overcome, & deliver. I possess a diverse background across hospitality, customer service, bartending, administration, warehousing, labouring, coding, designing and more, I bring a unique blend of versatility, efficiency, innovation, and reliability. I anticipate challenges, streamline processes, & contribute with a dynamic proactive positive approach.

Experience

Grocery Clerk In Charge >> Safe Way

Calgary, Canada > Jan 2025 – Present

- Support additional departments and perform back shop and retail floor maintenance, keeping work area clean and presentable
- Provide excellent customer service processing transactions to meet customer needs

Operations Assistant >> 5th Avenue Club

Calgary, Canada > Mar 2025 – Aug 2025

- Played a key role in providing service across a variety of operations, including cafe, front desk duties, & member services
- Interacted with members, prepared drinks & food, managed administrative tasks, and maintained a clean environment

Bartender / Server >> Elkhorn Resort

Onanole, Canada > Mar 2024 – Nov 2024

- Delivered exceptional guest experiences by taking orders, preparing classic and innovative cocktails, and serving food and beverages.
- Managed cash transactions accurately using the POS system.

Yard Marshall / Operative >> Herras Security

Maidenhead, UK > Jan 2024 – Feb 2024

- Efficiently coordinated loading/unloading operations and ensured the organized arrangement of items in the yard.
- Followed delivery schedules, safety protocols, and optimized warehouse operations

Order Picker >> Waitrose / Tesco

Bracknell, UK > June 2023 – Jan 2024

- Achieved high standards in fast-paced environments through time management, attention to detail, and collaboration.
- Handled products with care, ensuring quality control and customer satisfaction.

Skills

Technical: SEO, E-Commerce, Microsoft Office, Java, Web Design, CMS, Trading, Graphics

Operational: Inventory Management, Order Picking/Packing, Warehousing, Safety Compliance.

Customer-Focused: Bartending, Food Service, POS Systems, Communication Skills, Grocery Clerk, Serving

Soft Skills: Problem Solving, Acuity, Acumen, Emotional Intelligence, Aptitude, Organizational Skills, Team Collaboration, Interpersonal Skills, Self-Initiative

Technologies

- GIMP, PHOTOSHOP,
- FTP, EXCEL, CMS, SHOPIFY
- IDE'S, INKSCAPE, BLENDER
- WORDPRESS, WIX, SEO
- ANALYTICS, NOSTO
- GOOGLE ADS, CANVA
- SQUIRREL, POS, MAGENTO
- TRADINGVIEW, FRONT END
- MIND BODY, MAIL CHIMP

Certifications

- Digital Marketing
- Responsible Service
- Pro Serve
- Diploma in Science
- Technical Support
- Java SE 7 Programmer II
- Diploma in Maths
- Diploma in ICT
- CS 101
- FTMO Evaluation
- IGCSE'S
- Diploma in Web Design

Web Content Admin >> Trading Depot

Maidenhead, UK > Dec 2022 – Mar 2023

- Optimized e-commerce content with SEO techniques, managed product listings, and enhanced website functionality using tools like Microsoft Excel.
- Manipulated and resized images for web optimization, ensuring a seamless online user experience.

Operative >> Booker Group

Didcot, UK > Sept 2022 – Dec 2022

- Picking items for customer orders using LLOP's and the AMT
- Responsible for handling, picking, packing and loading of customer produce, food orders and deliveries

Warehouse Specialist >> Tesco

Reading, UK > Aug 2021 – Oct 2022

- Ensured timely stock picking, accurate order processing, and adherence to safety protocols.
- Successfully met performance targets, contributing to team efficiency and productivity.

General Labourer >> Francis / Daniel Owen

Windsor, UK > Sept 2022 – Sept 2022

- Liaising with the site manager and completing the tasks required for the site to run smoothly
- Completed general labouring duties such as: cleaning, clearing, moving materials and assisting trades

Sortation Associate >> Amazon

Newbury, UK > Nov 2020 – Jan 2021

- Conducted COVID-19 screenings for drivers and abided by all company safety and hygiene regulations
- Sorted and picked packages (parcels) such as envelopes and pallets based on size and destination

Electrician Assistant >> Hayes

London, UK > Sept 2017 – Sept 2017

- Supported electricians in cable installation, site cleanup, and maintaining safety standards.
- Trimmed and guided electric cables during installation in electrical baskets

Education

Certifications / Diplomas

Distance E-Learning / Alison /
Coursera / SoloLearn /
W3Schools | 2012 – 2019

- Web Design, E-Commerce, Digital Marketing, IT, and Technical Support.
- Oracle Certified Professional, Java SE 7 Programmer II.

High School & IGCSE's

Warren Comprehensive, Oxford
Open Learning Ltd | 2011 – 2014

- Achieved strong academic foundation in Maths, Science, English, and Design Technology.

Work Authorization

- Authorized to work in Canada and the United Kingdom.

References

Kim Armstrong >> F&B Manager
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