

Megan Rondeau

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Willing to relocate: Anywhere

Work Experience

Coordinator

TJX Canada / Winners Merchants International L.P.-Surrey, BC

October 2022 to February 2023

Overall accountability to support store sales results, expense management, reduce shrink and damages by managing assigned area that may include merchandising and presentation, backroom, frontline, cash office, customer service, markdowns, scheduling, shipping and receiving; direct accountability for recruitment, training and Associate development, performance and acts as a role model on delivering positive Associate and customer experience in Store • Provides input on succession plans to meet future needs; includes ensuring each Associate has a development plan that supports their growth and career aspirations • Communicate and execute action plans to Associates on upcoming projects, targets, priorities, company initiatives, events, promotions or any other store initiatives; implement changes to Store floor plans as needed • Accountable to support established store sales, expense targets and customer service metrics by implementing strategies with impact to store payroll, store budgets, loss prevention and improving customer service • Support competitive analysis of other retailers on merchandise mix, inventory levels, customer demographics when sales have been impacted due to cannibalization, market or competition changes to inform recommendations to District Managers and Business Development teams

Assistant Manager

A&W Food Services of Canada Inc.-Surrey, BC

September 2022 to October 2022

1. overseeing colleagues
2. staff scheduling
3. inventory management
4. hiring duties,
5. climate
6. performance management
7. administrative task
8. training, standard enforcement
9. guest interactions
10. Exceptional customer service
11. Cook
12. Cash

Housekeeper

Tofino Resort and Marina

September 2021 to November 2021

Public area/ guest services clearly

House keeping

Team Member/ team leader

A & W Restaurant-Dutton, ON

April 2018 to August 2021

Maintained cash floats, printed off daily sales receipts

Kept a clean, organized and orderly work environment

Operated Clearview/POS computer system

Accepted payments in cash and credit cards/debit

Scrubbed, disinfected and polished counter areas and work areas

Swept and mopped floors Customer Relations/Communication Skills

Greeted customers and responded to customer enquiries

Informed customers about specials, made suggestions and recommendations

Provided prompt and courteous service to guest and ensured customer satisfaction

Demonstrated excellent listening skills while dealing with unhappy employees/customers

Provide prompt and appropriate customer service

Engineer

KSR International-Rodney, ON

November 2020 to December 2020

General labour

Waitress/Bartender

Mont Royal hot dog-Montreal, QC

August 2020 to September 2020

I made sure all the guest had exceptional customer service. Made sure all the food was nicely prepared before ran out to customers!

Made sure all the guest were properly at the cash register.

Referee, West Lorne

West Lorne minor soccer association-Rodney, ON

2016 to 2018

Education

Secondary School

West Elgin Secondary School-West Lorne, ON

2019 to Present

Skills

- Maintained cash floats, printed off daily sales receipts
- Babysitting
- Ability to work well in teams and individually
- Restaurant Experience

- Provided prompt and courteous service to guest and ensured customer satisfaction
- Sales Management
- Guest Services
- Payroll
- Informed customers about specials, made suggestions and recommendations
- Attentive to deadlines
- Accepted payments in cash and credit cards/debit
- Bilingual (French)
- Made penalty and judgement calls
- Possesses interpersonal, communication and problem solving skills
- Infant Care
- Managed stocking items
- Acted as referee and kept accurate time of game
- Upselling
- Research
- Strong customer service skills
- Excellent organizational skills
- Operated Clearview/POS computer system
- Presentation Skills
- Demonstrated excellent listening skills while dealing with unhappy employees/customers
- Experience with Children
- Enforced rules and ensured safety
- Retail
- Dynamic individual with proven leadership skills
- Greeted customers and responded to customer enquiries
- Bartending
- Sales
- Cash Handling
- Management
- Thrives in new situations and open to taking on additional responsibilities
- Childcare
- Customer Service
- Merchandising
- Provide prompt and appropriate customer service
- Punctual, dependable and reliable
- English
- Loss Prevention
- Inventory
- Kept a clean, organized and orderly work environment
- Swept and mopped floors Customer Relations/Communication Skills

- Scrubbed, disinfected and polished counter areas and work areas
- Microsoft Office
- Store Management Experience
- Self-motivated and detail oriented
- Residential Cleaning

Languages

- English - Fluent
- French - Fluent