

Madeleine Potter

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EDUCATION

High School Diploma

Valleyview Secondary
Kamloops BC
2016 – 2021

Bachelor of Arts in Sociology

Thompson Rivers University
Kamloops, BC
2021 – 2024

Bachelor of Education

Thompson Rivers University
Kamloops, BC
2024 - 2026

Serving It Right

2021

SKILLS

- Team Leadership
- Attention to Detail
- Strong Work Ethic
- Interpersonal
- Adaptable

WORK EXPERIENCE

McDonald's

Crew Member / Kamloops, BC / 2018 - 2019

- Operated various stations within the restaurant, including the cash register, food preparation, and customer service.
- Upheld cleanliness and sanitation standards in compliance with company guidelines and health regulations.
- Collaborated with team members to ensure smooth and efficient daily operations.

La Senza

Sales Associate / Kamloops / 2019 - 2020

- Confident and comfortable talking to customers.
- Motivated to achieve daily sales goals.
- Took the initiative to learn new merchandise and kept up to date with the brand.
- Created good connections with customers to ensure they returned.

Boston Pizza

Server, Bartender, Supervisor / Kamloops / 2020 - Present

- Supervised other staff on assigned shifts.
- Maintained knowledge of menu items to answer all questions and ensure guests' satisfaction.
- Ensured all opening/closing duties were performed effectively.
- Able to enter orders into the POSI system and communicate special requests to the kitchen.
- Maximized customer service by training staff, overseeing operations and resolving issues.

Crooked Crown

Sales Associate / Kamloops / 2024 - Present

- Provided excellent customer service and personalized styling advice.
- Processed sales transactions and handled cash/card payments.
- Managed inventory, restocked items, and organized storage areas.
- Created engaging window displays and maintained store aesthetics.
- Assisted with social media marketing and online promotions.
- Built relationships with customers to encourage repeat business.
- Tracked sales performance and met/exceeded targets.
- Coordinated orders, returns, and exchanges efficiently

