

## **Sheri Marinelli**

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### **Professional Summary**

With decades of experience working with people across different industries, I've built a reputation for delivering exceptional customer service, strong leadership, and communication skills. I'm known for bringing passion and positive energy into every workspace, and I strive to bring that same enthusiasm to each role I take on. I perform best in fast-paced environments where I can put my strong work ethic and commitment to quality service to good use. I love learning new things every day and enjoy sharing what I know to help others grow too.

### **Skills and Relevant Competencies**

#### *Leadership Skills;*

- ↪ 10+ years of managerial experience across various settings
- ↪ Successfully managed establishments of different sizes and team structures
- ↪ Eager to take on additional training and continuously develop new skills
- ↪ Ability to learn and adapt to new information quickly
- ↪ Strong problem-solving skills with a proactive approach

#### *Interpersonal Skills;*

- ↪ Open and receptive to feedback, guidance, and collaboration
- ↪ Caring, empathetic, and people-oriented
- ↪ Enjoy meeting new people and creating positive connections
- ↪ Bring calm focus and professionalism to busy, fast-paced settings
- ↪ Recognize, respect, and adapt to diverse personalities and individual needs

#### *Knowledge;*

- ↪ Over 10 years of experience in the foodservice and hospitality industry
- ↪ 10+ years in management roles overseeing operations and teams
- ↪ Proficient in computer applications including QuickBooks, Excel, Word, and more
- ↪ Experienced in housekeeping, health and safety regulations, and operational compliance
- ↪ Skilled in accounting duties, including accounts receivable and payable, reconciliations, and deposits

### **Education**

Social Service Work Diploma; *St. Lawrence College Alumni* 2010

Introductory to Psychology; *St. Lawrence College* 2007

Grade 12 Diploma; *Graduated* 2008

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#### **Additional Achievements and Volunteer Work;**

- ➔ Miss Universe Canada delegate 2011
- ➔ Volunteer for the Boys and Girls Club; event services
- ➔ Volunteer for Rescue Dogs Lebanon-Canada
- ➔ Pet Sitter

## Professional Experience

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### **Key Account Manager;** *August 2022 - Present*

Canada Coffee - Markham, ON

- Manage existing accounts and develop new customer base annually
- Managing activities involved in maintaining or improving the existing relationship
- Work directly with customers through email, phone, online quote requests and more
- Building relationships and demonstrating the capabilities of our products
- Accounts receivable / Accounts Payable

### **Order Desk / Office Manager;** *July 2020 - August 2022*

Canada Coffee - Markham, ON

- Order processing including creating of work orders
- Customer service interactions. Respond to emails in a timely manner. Front desk.
- Invoicing Customers
- Resolve customer issues, requests and complaints
- Administrative and Logistic Support

### **Full Time Day Server;** *January 2019 - March 2020*

Moxies, FineCasual - Pickering, ON

- Consistently able to manage a full lounge during a lunch rush while maintaining a high degree of customer service
- Consistently ensured regulars received an exceptional level of service every time
- Maintain a high level of professionalism in an upscale restaurant while adhering to the requests of my managers
- Maintained a clean and safe environment for team members and customers

### **Service Manager;** *April 2018 - January 2019*

Farm Boy - Whitby, ON

- Direct manager for all cashier and customer service employees
- Responsible for managing all cash that went in and out of the store
- Provided support during busy hours on the store floor
- Provide friendly customer service to guests

### **Senior Assistant Manager;** *October 2014 - April 2018*

Moxies, FineCasual - Pickering, ON

- Was the first manager employed at Moxies in charge of the grand opening
- Proven ability to work in a fast paced environment while ensuring clientele received the highest level of service
- Managed scheduling for all Hosts and Bartenders
- In charge of managing the liquor orders

\*Full Work History available upon request