

Sophie Stevenson

Profile

Calgary, AB

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- Reliable, Hardworking, Professional.
- Strong oral communicator.
- Exceptional listening skills, quick and adaptable learner.
- Exceptional interpersonal skills and customer service.
- Creative thinking, and organization skills.
- Elevated, professional management and sales skills.
- Highly motivated, strong leader, patients and understanding for client and employee needs.
- Quick thinking, positive attitude and excellent problem solver.
- Personal, charismatic, thoughtful and very detail oriented.

Personal Details

Highest Level of Education: Secondary School

Work Experience

Brand Ambassador

El Tequileño - Calgary, AB

August 2023 to Present

- Brand representative for El Tequileño, Clase Azul Tequila, and Ferrari Dealership Alberta
- Team lead for groups of brand ambassadors involved in events and marketing
- Establishing relationships with clients and customers while educating on the brand, products, and company
- Face-to-face marketing, and promotion creating unique and exciting experiences for customers
- Organizing and planning promotion events, recording sales and gaining insights and reports

Sales Manager

Michael Kors - Niagara Falls, ON

October 2021 to January 2023

- Developed sales techniques and assisted in the development of associates' sales techniques to maximize sales.
- Demonstrated an in-depth knowledge of the merchandise, the brand, and clientele while being a strong motivational team leader.
- Opened and closed the business as a key holder, counted tills both opening and closing shifts.
- Met personal and store sales goals every week / month.
- Made schedules, ensured all employees were paid on time and in correct amounts, attended weekly meetings with corporate leaders to discuss sales plans.

- Ensured all sales related policies and procedures were maintained and understood by employees.
- Received and maintained shipping, inventory, and visuals of store at all times.
- Handled unhappy customers in a professional and understanding manor.
- Completed Ontario Health and Safety training and trained staff on the knowledge acquired from the course for annual inspections.
- Supervised the sales floor, employees and managed the overall well being of the business.
- Utilized elevated levels of communication and service to maximize sales performance.

Server

Earls Restaurants - Alberta

February 2019 to July 2020

- Stocking supplies, cleaning tables, serving guests food and alcohol.
- Memorized food and drink menus, took tests when new rollout items were added to the menu.
- Creating enjoyable experiences for customers, making connections, and applying attention and care to their needs.
- Check customers identification to ensure that they meet the minimum age requirements for alcohol consumption.
- Packed orders for take out, handled skip the dishes orders for the restaurant.
- Handled cash, credit cards, and completed a cash-out after every shift.
- Ensured a quality experience for each guest, used elevated sales skills to get the "perfect check."
- Opened and closed restaurant.
- Recognized for great organization skills, care to detail, and ability to create memorable experiences for guests.

Server

The Canadian Brewhouse - Alberta

June 2017 to July 2019

- Check customers identification to ensure that they meet the minimum age requirements for alcohol consumption.
- Ensured optimal guest experience by seating guests, taking orders, serving dishes, and cleaning up after guests.
- Intelligently made recommendations based on customers needs and preferences, including upselling dishes and drinks for higher bills.
- Memorized the food and drink menus to make recommendations for guests.
- Served in a fast-paced environment and often worked over time.
- Learned POS system.
- Hosted and served parties, and large events alone.
- Handled cash, credit cards, and completed a cash-out after each shift.
- Opened and closed restaurant.
- Was recognized for high bill averages and positive attitude.

A la Carte Worker

Sobeys - Alberta

April 2014 to July 2018

- Obtained food and safety training certificate.
- Accurately recorded and assisted in preparing food orders and ensured customers satisfaction.
- Recorded food temperatures, ensured safe consumption for meat products.
- Maintained a clean and safe work space for food preparation.

- Trained new members on how to open and close the department.
- Unpackaged inventory and distributed product in the store.
- Was recognized by the supervisor for excellent performance and responsibility, was offered managerial position training.

Education

Secondary School

Foothills Composite High School - Okotoks, AB
September 2015 to May 2018

Skills

- Food Service (6 years)
- Food Preparation (7 years)
- Kitchen Experience (7 years)
- Cleaning Experience (7 years)
- Food Safety (7 years)
- Packaging (3 years)
- Food Handling (7 years)
- Serving Experience (7 years)
- Restaurant Experience (5 years)
- POS (6 years)
- Organizational Skills (7 years)
- Upselling (6 years)
- Host/Hostess (4 years)
- Sales Management (2 years)
- Management (2 years)
- Retail Sales (2 years)

Certifications and Licenses

Babysitting Certification

April 2014 to Present

Occupational Health and Safety

January 2022

The course allows students to apply the principles used when identifying hazards and applying controls to a variety of common workplace safety risks.

ProServe

April 2018 to August 2025