

# Courtney Harney

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## Work Experience

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### **Team Member**

7-Eleven - Fort Collins, CO

March 2022 to March 2023

Full time position that consisted of helping the operation of Northern Colorados busiest 7- Eleven. Duties included:

- Stocking and back stocking vault/cooler for 6+ hours
- Run register which consisted of loading cash app cards, money orders, cash handling and counting. Lottery as well as gas pumps.
- Stock cigarettes and snacks with the First In First Out system.
- Keeping up cleanliness standards.

### **Brand Ambassador**

Forever 21 - Fort Collins, CO

December 2021 to March 2022

Part time job that required attention to detail, customer safety and customer service skills

- Organize clothing on sales floor
- Sensor and tag clothing
- Create clothing displays
- Run cash register when needed
- Run fitting room when needed

### **Cosmetic Chemist and Back of House Lead**

Renaud Naturals - Loveland, CO

May 2020 to March 2021

Full time position that required extreme attention to detail to mix natural skin care products based on customer demand all while meeting all shipping requirements under extreme short turn around times. Laid off due to business slowing due to COVID

- Lift 50 lb barrels all day
- Worked with dangerous chemicals such as Lye including reviewing of MSDS sheets
- In charge of ensuring OSHA compliance
- Communicate with staff including changes
- Prioritize rush orders to ensure delivery of goods by customer needs
- Inventory control of packaging and over 500 ingredients and ordered based on budget and demands while being aware of potential wastes with short shelf life of natural products.

- Worked in other positions such as customer service, packaging/labeling, counter help, and shipping as business needs

### **Barista**

Ziggi's Coffee - Loveland, CO  
February 2020 to March 2020

Created custom cafe orders in a fast paced double drive through with an opening team as well as demonstrated flexibility as needed to support multiple locations. Laid off due to COVID

- Customer service in the cafe and drive through
- Communicated customers needs to other staff members as well as advised ownership of any changes/needs
- Maintained coffee equipment including minor repairs and preventative maintenance of machines
- Problem solver with multiple new store openings including owners first coffee franchisee
- Training of new team members to the Ziggy's culture and requirements

### **Sales Associate**

Lush Cosmetics - Boulder, CO  
July 2019 to September 2019

Individual cosmetic consultant that met with potential clients to create a custom facial routine including teaching clients about products, ingredients, makeup tutorials, and supply chain to maximize repeat customer loyalty to natural cosmetic company. Reason for leaving moved from Boulder to Fort Collins.

- Reviewed customers goals and listened to maximize those goals including understanding of different skin care types as well as what natural ingredients will work with skin care concerns.
- Created loyalty customer based on positive interactions with myself and product recommendations.

### **Shift Leader**

Dutch Bros Coffee - Longmont, CO  
October 2018 to July 2019

Colorado's first cafe, I was a member of the opening team and quickly promoted to shift lead to support new owners train, coach, and maximize profits by providing superior customer service yielding into repeat business and increasing overall sales and profits.

- Multitasking in a first of it's kind cafe and drive through Dutch Bro in Longmont Colorado by working window, back of the house making orders, as well as interior register
- Handled any conflict that came up on shift
- Counted and balanced cash drawers
- Training of Dutch Bro culture as well as recruiting with new team members in regards to Dutch Bro high standards of service

### **Hostess/Waitress**

Cafe Athens - Loveland, CO  
March 2017 to August 2018

Hostess of busy restaurant including front of the house and back of the house duties that helped aid in the success of the restaurant.

- Fast paced restaurant that required me to be proactive to business demands to limit distress to guests waiting for service.
- Multitasking by taking orders via phone, delivering of to-go orders, seating guests, and busing tables as needed.

- Effective communicator to determine seat assignment and to prevent staff from getting overwhelmed and customers having bad service.
- Setup next shift success by rolling silverware, cleaning during down time, and expediting food as needed

## Education

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### **High school diploma**

Thompson Valley High School - Loveland, CO

## Skills

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- Customer Service
- Shift Lead
- Crew Member
- Shift Supervisor
- Team Member
- Key Holder
- Food Service
- Communications (2 years)
- Barista Experience
- Coffee Experience
- Upselling
- Serving Experience
- POS
- Host/Hostess
- Cashiering
- Cash Handling
- Busser
- Cleaning Experience
- Food Handling
- Retail Sales
- Management
- Makeup Application
- Assistant Manager Experience

## Certifications and Licenses

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### **Driver's License**

### **CPR Certification**