

Michelle Robinson

Operations Director - Mahatma Concentrates

Thornton, CO 80233

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I am interested in an administration management position in which I will contribute to the development of the organization with my extensive office management experience and build a long-term career with an opportunity for professional growth.

Work Experience

Operations Director

Mahatma Concentrates - Denver, CO

2017 to 2019

- * Oversee the day-to-day operation of the facility.
- * Providing leadership and management to ensure that the mission and core values of the company are put into practice.
- * Conduct regular meetings (weekly or biweekly) with facility staff to discuss various issues in facility operation.
- * Maintaining up to date compliancy code and regulations based on industry standards.

Store Manager

Silver Stem Cannabis - Denver, CO

2016 to 2017

Supervised the daily operations of both medical and rec store including but not limited to laws, ordering, cash handling, inventory, customer service, regulatory compliance and patient communication/ audits.

Manager

Golden Meds - Denver, CO

2015 to 2015

- * Maintaining packages, patients and inventory in Metrc and POS system.
- * Working closely with vendors to ensure the most up to date state required labeling is in place.
- * Utilizing creative problem solving to find solutions to any and every issue on a day to day operation.
- * Maintains the stability and reputations of the store by complying with legal state and MED requirements.

Retail General Manager

Store Manager

Rino Supply - Denver, CO

2012 to 2015

Denver, Co 2012 -2015

- * Fast paced environment in a professional atmosphere delivered with the upmost customer service.

- * Marketing merchandise by studying advertising, sales promotion, and display plans.
- * Analyzing and operating financial statements for profitability ratios.
- * Maintains the stability and reputation of the store by complying with legal MED requirements
- * Maintains store staff by recruiting, selecting, orienting, and training employees.

Financial Care Representative

T-Mobile - Thornton, CO

2010 to 2012

- * Assisting Customers in the financial care department,
- * With billing and any other questions regarding account charges.
- * Maintaining A.C.T. (Average call time) of 2:05
- * Often exceeding supervisors monthly, weekly and daily goals.
- * Able to maintain a positive attitude in stressful situations.

Customer Service Representative

Sprint Nextel - Englewood, CO

2009 to 2010

- * Supported National Sales in assisting on requests put forth for customer account changes.
- * Assisted in customer billing inquiries using system resources provided in an efficient matter.
- * Commended by multiple customers for diligent patience and quality customer service.

Customer Service Representative

EchoStar Communications - Denver, CO

2008 to 2009

- * Universal technical communications ranging from sales, technical support, billing, program changes and customer retentions.
- * Overall save rate of 67% or better with 60% being the active goal.
- * Led a team of 12 with the highest save rates resulting in monthly awards.

Professional Cleaner

Thornton, CO

2006 to 2008

- * Provided a professional and thorough cleaning of homes to the owners expectations.
- * Learned to multitask to complete cleaning in an efficient amount of time.
- * Met with and acquired new potential clients.
- * Marketed state wide with posting of fliers and personal introductions.
- * Plotted best routes from house to house by using a map book.

Shift Manager

McDonalds - Steamboat Springs, CO

2004 to 2006

- * Provided customers with the most efficient service possible.
- * Monitored associate performance and assured quality control of products, service and inventory.
- * Maintained a positive team environment while under high pressure and demand.
- * Accountable for larger amounts of cash and financials.
- * Responsible for daily operation of the restaurant.

Education

GED in Business marketing

Front Range Community College

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Additional Information

- Service Orientation
- Management of Personnel Resources
- Systems Analysis
- Troubleshooting
- Active Listening
- English Language
- Reading Comprehension
- Critical Thinking
- Time Management
- Responsible
- Accountable