

# Michael Boucher

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Forward-thinking Operation Specialist bringing four years expertise in sales and customer service for retail sector businesses. Critical thinker able to cultivate rapport with individuals to optimize project goals and output, resolve complex problems and deliver innovative improvement strategies.

## Work Experience

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### **Epoxy Flooring Labourer**

Ancrstone Inc-Ottawa, ON  
June 2022 to October 2022

- Operated a floor grinder to remove the top layer of existing floor thus leveling out the floor
- Safely mixed part a + b style epoxy chemicals and optional pigments for installation
- Used a paint roller and squeegee to apply even coats of epoxy
- Added painted flake for texture
- Sealed in flake with a final coat of epoxy
- Cleaned up worksite, removed all related tools and garbage upon leaving

### **Safety Footwear Consultant**

Mister Safety Shoes Inc-Ottawa, ON  
December 2020 to June 2022

- Sales related to target quotas (Reviewed and tracked monthly, quarterly, and yearly)
- Maintained up-to-date knowledge and training on all new products as well as existing items being updated
- Sent emails to customers to follow up on their purchase
- Biweekly receiving product shipments and all related procedures.
- Opening/closing procedures and all related cash handling with day to day functioning
- Keyholder and weekly bank deposits
- Daily/Weekly/Monthly cleaning tasks
- Ordered office supplies for staff use
- Active JHSC member with daily, weekly, and monthly related tasks
- Was the lead selling associate and helped our store becoming the leader in sales for our district for the fiscal year

### **Operations Lead**

Bed Bath & Beyond-Ottawa, ON  
March 2019 to November 2019

- Prepared packages for shipment, in store pickup and courier services for delivery to customers.
- Received Monday - Thursday shipments using P.O.G. scanner and inventory system, repriced American pricing on packaging, sorted for side distribution
- Loaded outbound freight and scanned FedEx outbound labels to ensure accuracy of inventory.
- Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff and greeting visitors.
- Ordered shipment materials from internal website for future shipments

- Active JHSC Member with daily, weekly, and monthly related tasks
- Maintained all tasks of Softside Lead role in addition to new tasks

### **General Labourer**

KDeck Custom Builds-Ottawa, ON

April 2019 to August 2019

- Dug trenches for PVC runoff, fence post holes, drainage access holes
- Leveled ground with crushed stone
- Carried, mixed, and poured concrete for custom hot tub pads
- Used various tools to remove dirt from holes such as post-hole digging shovels, wheelbarrows, and dirt shovels

### **Softside Lead Associate**

Bed Bath & Beyond-Ottawa, ON

December 2017 to March 2019

- Placed special orders and requisitioned items from other locations.
- Operated POS terminals for purchases, returns, and exchanges at keyholder level.
- Worked flexible schedule to accommodate changing customer levels.
- Organized items in high trafficked areas in a visually appealing manner to increase sales.
- Daily freight put away and back stocking with P.O.G. systems.
- Nightly recovering and cleaning routines
- Listened to customers needs and preferences to provide accurate advice and recommendations.
- Maintained knowledge, policies regarding payment and exchanges, Loss prevention.
- Maintained a communication board for my team of soft side staff for cleaning schedules , display changes, new promos, etc.
- Designed, introduced, and implemented a system for staff recommendations that allowed staff to introduce ideas while staying anonymous.
- Active JHSC Member with daily, weekly, and monthly related tasks
- Built displays, constructed shelving and rebar to add or remove product spacing

### **Sales Associate (Softside)**

Bed Bath & Beyond-Ottawa, ON

October 2017 to December 2017

- Trained under the supervision of the fulltime lead associate , so I could "fill their shoes" after my 60-day training period
- Learned targeted sales techniques
- Learned POS systems, retail exchange and return procedures, loss prevention, joined the joint health and safety committee and gained monthly responsibilities
- Learned and memorized extensive product knowledge
- Nightly product recovery and cleaning routines

## **Education**

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### **Secondary School in Education**

John McCrae Secondary School - Ottawa, ON

September 2012 to June 2017

## Skills

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- Problem-solving skills
- Customer Service
- Point of sale knowledge
- Merchandising expertise
- Stocking and replenishing
- Cleaning abilities
- Sorting and labelling
- Time management
- Excellent communication skills
- Cash handling
- Routing packages
- English
- Loss prevention
- Memorization and recall