

Brianna Wrightman

Hospitality → Sales → Management

416-444-7376 | briannawrightman@gmail.com | Ottawa, Ontario

PROFESSIONAL SUMMARY

I'm a customer-focused professional with 9+ years of experience in hospitality, retail, and leadership roles. I enjoy building strong relationships with customers and coworkers, creating positive team environments, and supporting daily operations in fast-paced workplaces. Experienced in team leadership, customer service, conflict resolution, and operations, with a strong passion for creating great customer experiences.

AREAS OF EXPERTISE

- Team Leadership • Inventory Management
- Cash Handling • Customer Relations
- Operational Auditing • Shrink Reduction
- Conflict Resolution • Revenue Growth
- Staff Training & Coaching • Brand Representation
- Consultative Selling • Community Engagement
- Process Improvement • Regulatory Compliance

TECHNICAL SKILLS

- Microsoft Office Suite • Google Workspace • Canva & Basic Adobe Programs
- Dayforce Workforce Management • POS Systems • Scheduling Systems

PROFESSIONAL EXPERIENCE

Shift Supervisor

Starbucks | Ottawa, ON | April 2025 – May 2026

- Previously worked as a Barista from May 2021 – October 2021
- Supervised daily store operations and managed shift team performance to maintain service standards during peak hours
- Delivered exceptional customer service while resolving customer concerns professionally and efficiently
- Coached and supported team members to maintain operational and service standards

Store Manager

Canna Cabana | Bracebridge, Scarborough & Ottawa, ON | June 2022 – November 2024

- Earned multiple promotions from Keyholder to Acting Store Manager, Assistant Store Manager, and Store Manager
- Managed scheduling, hiring, onboarding, and training for teams of 12+ employees
- Oversaw daily retail operations, inventory management, and POS systems in high-volume store environments
- Resolved high-pressure customer and operational issues while maintaining strong customer experiences
- Conducted compliant cannabis sales under AGCO regulations and company policies
- Supported revenue growth through strong customer engagement and team leadership

Sales Representative

Spy Cider House & Distillery | Muskoka, ON | Seasonal, 2021–2023

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- Represented the brand at Muskoka farmers' markets and community events
- Increased sales through customer engagement, upselling, and product knowledge
- Managed vendor setup, product storage, inventory tracking, and POS transactions
- Educated customers on cider production, fermentation, and product offerings

Keyholder & Acting Co-Manager

Budheaven | Bracebridge, ON | August 2021 – June 2022

- Supported daily retail operations including opening/closing procedures, inventory management, and store security
- Assisted with team coordination, customer service, and day-to-day operational support in a fast-paced retail environment
- Conducted inventory counts, stock organization, and POS transactions while maintaining compliance standards
- Built strong customer relationships through product knowledge and consultative sales support

Assistant Store Manager

Wine Rack | Bracebridge, ON | February 2019 – May 2021

- Led scheduling, training, and daily operations to support efficient store performance
- Built strong customer relationships and enhanced overall customer experience
- Oversaw inventory management, ordering processes, cash handling, and financial transactions
- Resolved customer concerns professionally while supporting team productivity and morale

Dining Room Supervisor

Shamrock Lodge | Port Carling, ON | Seasonal Position

- Supervised dining room staff and maintained high customer service standards in a fast-paced hospitality environment

Co-Manager & Keyholder

Tribal Mountain Trade | Guelph, ON | Seasonal Position

- Assisted with retail operations, inventory management, merchandising, and customer service

CERTIFICATIONS

- Mental Health First Aid • St. John Ambulance First Aid & CPR-C AED
- Smart Serve Certified • CannSell Certified
- Supervisor Health & Safety Awareness

EDUCATION

Human Resource Management Graduate Certificate (In Progress)

Algonquin College — Ottawa, ON

Bachelor of Arts

University of Guelph — Guelph, ON

Focus in Communications, Public Policy & Governance