

# BAILEY FORCIER-YAKE

## Freelance Writer

Terrace BC, Canada | (250)-641-8703 | Bails4ca@gmail.com

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## PROFESSIONAL PROFILE

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I am a self-starter with a spirited and congenial personality looking for remote (preferably project-based) work that may provide me with the opportunity to grow. I am passionate about helping others, and contributing to communities and businesses is a goal. With six years of experience in customer service and three of those years being in a leadership position, I have developed strong communication skills. Writing has become a passion, as it is the perfect outlet for widespread communication. In the future, I wish to find employment where I can learn new skills and strengthen the skills that I currently possess.

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## SKILLS

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- Excellent Oral and Written Communication Skills
- Ability to Work in a Team
- Fast at Learning and Able to Grasp New Concepts and Ideas Quickly
- Effective Time Management
- Fantastic Customer Service Skills
- Empathetic

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## EDUCATION & TRAINING

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### Certificate of Completion – 2015

Coast Mountain College, Terrace BC

Completed the Intro to Trades Program, which covered the basics of the following subjects:

- Carpentry
- Plumbing
- Electrical
- Auto Mechanics
- Welding

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### Certificate of Achievement – 2017

Crisis Prevention, Intervention & Information  
Centre for Northern BC, Terrace BC

Completed 12 Hour Suicide Prevention Workshop – GRASP (Growth, Resilience, Acknowledgment, Suicide Awareness, Personal Safe Planning)

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### High School Diploma – 2017

Parkside Secondary School, Terrace BC

- Recipient of the Citizenship Award for the Graduating Class
- Recipient of the District/Authority Scholarship

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### Certificate of Completion – 2018

Open School BC, Online

Completed FoodSafe Level 1

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## WORK EXPERIENCE

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### **Dairy Queen, Terrace BC**

Shift Supervisor/Staff Trainer | June, 2016 – Feb, 2020

- Trained newly hired top talent to fill key positions and maximize productivity.
- Elevated team member performance while cultivating customer relationships to drive sales.
- Maintained strong knowledge of food safety by participating in workshops, conferences and online education classes.
- Patrolled work areas to inspect operations, identify concerns and implement corrective actions.
- Kept areas clean, neat and inspection-ready at all times to comply with product guidelines.
- Performed opening and closing procedures including setting up registers and arranging products to keep facility operations-ready.
- Identified source of equipment malfunctions by using various troubleshooting methods.
- Created schedules and assigned jobs based on employee strengths and anticipated customer demand.
- Resolved customer complaints and reported issues to senior management.

### **Tim Horton's, Terrace BC**

Junior Supervisor/Baker | Oct, 2014 – June, 2016

- Complied with company policies, objectives and communication goals.
- Established and enforced clear goals to keep employees working collaboratively.
- Provided ongoing training to address staff needs.
- Transformed work area by increasing production, reducing turnover, eliminating waste and enhancing quality.
- Resolved customer complaints and adjusted policies to meet changing needs.
- Identified and corrected performance and personnel issues to reduce impact to business operations.
- Designed appealing product displays to maintain unique presentation.
- Maintained atmosphere of enthusiastic customer awareness with emphasis on fast customer service.
- Maintained temperature, sweep and sanitation logs to document proper conditions.