

Rebecca Oakley

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PROFESSIONAL SUMMARY

Experienced cannabis retail professional with 6+ years in dispensary operations, customer service, and tech support. Proven leader with a strong record of mentoring coworkers, boosting sales through education and up-selling, and keeping daily operations compliant and efficient. Deep knowledge of cannabis products, patient care, and retail strategy. Passionate about helping customers feel confident in their choices while building trust and exceeding performance goals in fast-paced environments.

EDUCATION

University of Toledo, Ohio

Associates & Bachelors of Applied Organizational Technologies

CORE SKILLS

Team Leadership & Mentorship: Leads and motivates teams with a hands-on, upbeat approach. Skilled in on-boarding, training, and developing staff for strong performance and compliance.

Sales & Customer Service: Expert in building rapport, uncovering customer needs, and guiding tailored product recommendations that boost sales. Skilled in strategic up-selling and educating customers to drive trust and results.

Cannabis Knowledge: In-depth understanding of cannabis strains, formats, and health benefits with an emphasis on patient education and solventless extraction. Committed to continuous learning and trend awareness.

Retail Operations & Compliance: Experienced in sales tracking, opening/closing duties, inventory audits, and METRC/seed-to-sale compliance. Maintains a 100% compliance record across roles.

POS & Cash Handling: Proficient in POS systems, accurate cash management, and secure transaction processes in high-volume environments. Comfortable using platforms like Dutchie, and METRC.

WORK EXPERIENCE

Exclusive Provisioning | Ann Arbor, Michigan — Budtender / Delivery Dispatcher

October 2023 – Present

- Supported budtender team in providing top-tier service aligned with operational and compliance standards.

- Consistently hit sales goals by educating customers on products and engaging in strategic up-selling during consultations.
- Trained new team members on product knowledge, SOPs, and compliance procedures to ensure strong on-boarding and performance.
- Maintained accurate inventory control, including FIFO practices and METRC compliance, during high-volume operations.
- Handled cash transactions with accountability and attention to policy, while providing a warm, educational customer experience.

Green Thumb Industries | Toledo, Ohio — Patient Care Specialist

January 2022 – October 2023

- Delivered individualized consultations that helped patients choose ideal products based on effect, need, and budget.
- Drove return visits and boosted sales through trust-based recommendations and education on all major product categories.
- Mentored junior staff in patient interaction, product understanding, and store protocol.
- Maintained store organization, supported compliance procedures, and ensured operational readiness each day.

Modern Data | Toledo, Ohio — IT Support Technician

October 2019 – January 2022

- Solved critical technical issues for clients, reducing downtime and supporting efficient business workflows.
- Safeguarded client data through secure backup, transfer, and compliance protocols.
- Managed multiple service tickets while ensuring high communication standards with clients and internal teams.

KEY ACHIEVEMENTS

- Maintained a spotless compliance record across all cannabis retail roles.
 - Trained multiple team members who went on to achieve high performance in customer service and sales.
 - Regularly exceeded up-selling and satisfaction goals through education-driven customer engagement.
 - Recognized for dependability, adaptability, and ability to thrive in high-traffic, fast-paced environments.
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