

Harrison Mantla

Student

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📍 Edmonton, AB

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🔗 harrisonmantla.com

🎓 EDUCATION

Upgrading

MacEwan University

01/2023 – 04/2023 | Edmonton

Upgrading High School Courses

Lillian Osborne High School

09/2017 – 07/2020 | Edmonton

🧠 SKILLS

- Customer Service
- Retail Operations
- Restaurant Operations
- Leadership
- Operations

🏠 ORGANIZATIONS

South Edmonton Alliance Church, Youth Chess Teacher

05/2022 – 11/2023 | Edmonton

- Taught chess fundamentals to children ages 6–12 through structured and engaging lessons.
- Managed groups of young learners with patience, clarity, and encouragement.
- Helped students build confidence, focus, problem-solving skills, and interest in learning.
- Created a positive learning environment that balanced instruction, play, and development.

👤 PROFILE

Adaptable customer service and retail operations professional with a proven track record across fast-paced hospitality, fitness, grocery, and pet retail environments. Experienced in front desk operations, high-volume cash handling, product education, and cross-functional team leadership. Certified in QCW, SellSafe, and ProServe, with a unique background managing both public-facing service and back-of-house operations. Known for staying calm under pressure, communicating clearly, and maintaining pristine workspaces. Currently returning to school while seeking stable customer service, retail, fitness front desk, BOH, FOH or operations support roles.

👛 PROFESSIONAL EXPERIENCE

Leopolds Tavern

FOH & BOH

06/2024 – Present | Edmonton, AB

- Dual Front/Back of House Execution: Alternated seamlessly between FOH Server and BOH Line Cook roles based on daily scheduling, maintaining strict brand standards across both customer service and kitchen operations.
- High-Volume Pub Service: Managed up to 15+ tables during high-energy FOH shifts while simultaneously mastering the grill, deep fry, and assembly lines during BOH shifts to maintain rapid ticket times.

Planet Fitness

Shift Lead

05/2023 – 05/2024 | Edmonton

- Opened and closed the facility, completed shift routines, and helped ensure the location was ready for members and staff.
- Managed member check-ins, new membership processing, account questions, billing issues, cancellations, and general service inquiries.
- Trained new staff on front desk duties, customer service expectations, cleaning standards, and daily task flow.

Pet Valu

Pet Specialist

02/2022 – 05/2023 | Edmonton

- Assisted customers with pet care questions, product recommendations, and store support.
- Built product knowledge across pet food, accessories, supplies, and animal care categories.
- Maintained animal enclosures, feeding routines, cleanliness, and welfare standards for small animals, cats, dogs, and reptiles.

Save on Foods

Cashier

09/2018 – 03/2020 | Edmonton

- Processed cash, debit, and credit transactions accurately in a fast-paced grocery environment.
- Assisted customers with checkout support, product questions, and general store inquiries.

📜 CERTIFICATES

- QCW Cannabis Worker Certification
- SellSafe
- ProServe