

Melissa Hall

Budtender

Shift lead with 5 years across two Nevada dispensaries, running open and close on a floor of 6 to 8 budtenders. Owns cash drops, vault pulls, and end-of-night inventory reconciliation, and steps in on tough customer conversations before they escalate.

CONTACT INFORMATION

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EDUCATION

State cannabis agent registration, active and in good standing

Coursework in Business Administration, College of Southern Nevada, 2018-2020

KEY SKILLS

- Treez and Dutchie POS
- Package tag reconciliation
- Vault pulls and cash drops
- Register variance investigation
- De-escalation and refusal-of-sale scripts
- Nevada state compliance updates
- Medical patient intake and card verification
- Team huddles and shift scheduling

PROFESSIONAL EXPERIENCE

SHIFT LEAD | SILVERLINE CANNABIS BOUTIQUE, LAS VEGAS, NV, 2022 – PRESENT

- Open or close the store 4 days a week, reconcile 6 registers plus a safe against Treez reports with variance held under \$12 on 92% of shifts.
- Pull vault-to-floor transfers against package tags, log every movement before product hits the sales floor.
- Coach budtenders through de-escalation when a customer is refused for expired ID or over-limit purchase attempts.
- Cover the intake window during tourist rush, verify out-of-state IDs and re-check daily purchase caps before ringing.
- Run pre-shift huddles, walk the team through new drops, promo pricing, and any state compliance memos.

BUDTENDER | MESA VERDE WELLNESS, HENDERSON, NV, 2020 – 2022

- Averaged \$148 per transaction on the rec floor, top 3 in upsell attach rate for 5 consecutive months.
- Trained on medical patient intake, walked cardholders through their annual purchase allowance and product recommendations for pain and sleep.
- Ran online order fulfillment, prepped and staged 30 to 50 Dutchie orders per shift for curbside pickup.

RETAIL ASSOCIATE | DESERT BLOOM SMOKE SHOP, LAS VEGAS, NV, 2019 – 2020

- Sold glass, vapes, and hemp accessories, learned age-restricted product laws under Nevada tobacco rules.
- Handled opening cash counts and daily bank drops.