



Karen Thomas

Budtender

Dispensary manager with 9 years in adult-use and medical retail, currently running a \$6.4M single-store operation with 22 staff. Own hiring, scheduling, inventory audits, and the state inspection binder, and have closed two annual audits with zero material findings.

Contact Information



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Education

Massachusetts Responsible Vendor Training, current

B.S., Business Management,
University of Massachusetts
Amherst, 2014

Key Skills

- P&L ownership and monthly close
- State compliance and inspection readiness
- Inventory audits and discrepancy resolution
- Hiring, onboarding, and performance reviews
- Payroll approval and labor budgeting
- Vendor and cultivator negotiations
- SOP writing and training packet design
- Treez, Dutchie, and LeafLogix POS
- Cash handling controls and safe management
- De-escalation and loss prevention

Professional Experience

GENERAL MANAGER | FIELDSTONE CANNABIS MARKET, SPRINGFIELD, MA 2021 – PRESENT

- Run a 22-person team across 2 shifts, own weekly schedule, payroll approval, and quarterly performance reviews.
- Grew store revenue from \$4.9M to \$6.4M over 3 years by rebuilding the flower assortment and adding a curbside pickup lane.
- Own the state inspection binder, SOPs, and cycle counts, passed 2 consecutive annual audits with zero material findings.
- Investigate inventory discrepancies within 24 hours, coordinate with cultivation partners on tag corrections before end-of-month close.
- Sit on interview panels for every new hire, personally onboard leads and shift leads on cash handling and refusal-of-sale protocol.

ASSISTANT MANAGER | HARBOR LEAF PROVISIONS, PROVIDENCE, RI 2019 – 2021

- Supported the store manager on a 15-person floor, ran opening procedures and vault reconciliation 5 days a week.
- Rebuilt the new-hire training packet, cut ramp time for a floor-ready budtender from 6 weeks to 4.
- Managed vendor check-ins, verified manifests against inventory tags before signing for deliveries.
- Handled customer escalations that leads could not resolve, including refunds and product-defect reports to cultivators.

SHIFT LEAD | COASTLINE CANNABIS RETAIL, NEW BEDFORD, MA 2017 – 2019

- Led night shifts on a floor of 5 budtenders, closed and reconciled 4 registers plus safe drop.
- Trained 8 budtenders on ID verification, purchase limits, and Massachusetts adult-use rollout rules.
- Managed pre-roll and edible restocks from the vault, kept the sales floor stocked without over-committing on-hand inventory.
- Filled in as manager on duty on manager days off, ran the shift with no escalations to ownership.

BUDTENDER | BAY STATE GREEN ROOM, WORCESTER, MA 2015 – 2017

- Rang 90 to 110 customers per shift on the medical side, walked patients through cannabinoid ratios for pain, sleep, and anxiety.
- Averaged a top-quartile attach rate on edibles and tinctures.

- Cross-trained on vault work and delivery intake in year two.