

Kenny LeMaster

Cannabis Dispensary Manager / Budtender / Technician Candidate

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SUMMARY

Customer-focused leadership professional transitioning into the legal cannabis industry. Bringing more than two decades of experience running high-volume, compliance-driven operations with a strong focus on education, responsible service, and customer-centered care. Skilled in inventory accuracy, POS management, product knowledge communication, training teams, and maintaining a welcoming, stigma-free environment. Passionate about helping people and supporting customers and patients in understanding cannabis products, effects, and safe usage.

CORE SKILLS

- ✓ Cannabis Knowledge (Plant, Cannabinoids, Terpenes, Delivery Methods, Dosing, & Effects)
- ✓ Customer Education & Patient Engagement
- ✓ Compliance, ID Verification, Safety Protocols
- ✓ Staff Leadership, Training, & Coaching
- ✓ Conflict Resolution & De-Escalation
- ✓ Sales Growth & Merchandising
- ✓ Inventory Accuracy, Stock Rotation, & Waste/Loss Prevention
- ✓ POS Systems, Cash Handling, & Daily Reconciliation

EDUCATION

Howard Community College

Dispensary Technician Certificate, GPA 4.0

ServSafe Certified

Valid through 10/21/2027

Eat'n Park Restaurants, Inc. Corporate Training

Leadership, Food Safety, Sanitation, and Management Coursework

Altoona Area High School

Diploma, General Studies

PROFESSIONAL EXPERIENCE

Jersey Mike's Subs — Manager (Recruited Return)

2023-present / Salisbury, MD

- Recruited back by former leadership due to my strong performance, reliability, and reputation for team building and excellent customer relations
- Provided operational support during a period of staffing shortages, helping stabilize employee performance and restore franchise service standards
- Train new and existing staff on best practices in food handling, sanitation, and workflow efficiency
- Assist with inventory control, ordering, and waste reduction efforts
- Strengthen employee morale and retention by improving communication, coaching, and daily workflow structure

CEC Entertainment — General Manager (Recruited)

2019–2023 / Salisbury, MD

- Identified and recruited based on my leadership record and operational success by a headhunter who sourced my profile through LinkedIn
- Increased sales 12% year-over-year while leading a team in a fast-paced, compliance-focused environment
- Built and mentored a strong staff, developing two managers from entry-level into leadership roles
- Oversaw all operational areas: scheduling, hiring, training, payroll budgeting, and inventory control
- Maintained strict adherence to safety, age-restriction policies, and guest service standards
- Strengthened community engagement and brand presence through creative social media marketing

Jersey Mike's Subs — General Manager

2018–2019 / Rehoboth Beach, DE

- Managed day-to-day operations including hiring, training, scheduling, and customer engagement
- Improved team productivity and morale by modernizing training processes
- Collaborated with franchise leadership to improve consistency across multiple store locations

Subway — Multi-Unit Manager

2013–2018 / Centre County, PA

- Oversaw multiple units across the franchise, supporting managers with operations and performance
- Improved retention and strengthened guest experience across all assigned stores
- Managed financial reporting, inventory accuracy, staffing, and operational compliance

Eat'n Park Hospitality Group — Manager

1995–2013 / Altoona, PA

- Led team operations, training, guest relations, budgeting, and safety compliance
- Selected as Peer Mentor for new managers; chosen to compete in Culinary Olympics
- Completed extensive training in food safety, sanitation, leadership, and customer satisfaction

HONORS & AWARDS

- Manager of the Year
- Highest Sales Increase
- Lowest Employee Turnover (multiple years)

HOBBIES & INTERESTS

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|-------------------------|-----------------------|-----------------|
| • Hockey (ice & roller) | • Boating & Kayaking | • Traveling |
| • Golfing | • Hiking with my dogs | • Fixing things |