

Robert Calvin

Freelance Web Developer & Customer Service Manager

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Vancouver, BC

I've managed busy storefronts, trained teams, and built tools that make work simpler—from calorie trackers to custom websites. With a background in both customer service and web development, I'm focused on practical solutions that actually help people.

Experience

Self Employed - Vancouver – Freelance Web Developer, August 2023 - Present

[View Portfolio](#)

Designed and launched glitterqueencreative.ca, a WordPress e-commerce site for fashion jewelry designer Emily Daft. Increased sites SEO ranking to a 98/100 as per rank math audits.

Coded "The Pour Choice" blog, an educational site about Wine varietals featuring dynamic wine knowledge flashcards, downloadable PDF charts, YouTube videos and recommendations.

Created Python-powered Keyword Research Tool and SEO Auditor: A CLI utility for comprehensive website audits, built with requests, BeautifulSoup, and XML, analyzing metadata, keyword usage, and crawl health; Dockerized for easy deployment.

Engineered Calorie Tracker, a Python CLI tool using the Nutritionix API to track meals, compute TDEE, color-code deficits, and generate weekly weight-loss projections—designed for minimal interface environments with the goal of improving overhaul health.



Coal Harbour Liquor - Vancouver – Sales Associate, August 2021 - October 2024

Delivered high-quality customer service to customers weekly, boosting repeat visits and positive customer reviews.

Handled over \$25,000 in weekly transactions across cash, debit, and credit with 100% accuracy and zero processing errors.

Maintained inventory records, restocked shelves & created visually appealing displays to drive sales.

Consistently passed ID verification audits and upheld compliance with liquor sales laws, maintaining zero infractions during tenure.

Assisted in basic administrative tasks, such as reporting sales data & updating product listings.

Independent Cannabis - Vancouver – Store Manager, November 2022 - February 2024

Launched stock rotation and display systems that improved sell-through rates of slow-moving products by 40%.

Discovered and resolved a UX vulnerability that was causing \$500+ in weekly losses, leading to promotion to Web Admin.

Managed cash handling procedures, daily reconciliations & transaction prioritizing accuracy & accountability.

Designed in-store campaigns and educational content that boosted customer retention, resulting in 25% higher repeat business.

Operated 10+ vendor pop-up events, exceeding sales targets by an average of 20% per event.

McDonald's Canada - Burnaby – Second Assistant Manager, October 2017 - August 2021

Oversaw shift operations for teams of 20+ employees, improving schedule efficiency and reducing labor gaps by 20%.

Trained employees in high-speed service protocols, leading the region in drive-thru speed rankings for 6 consecutive months.

Managed inventory control, stock replenishment & order tracking, optimizing efficiency & reducing waste.

Handled cash reconciliation, financial reporting, & sales tracking, ensuring accurate financial records.

Supported implementation of mobile ordering systems: SkipTheDishes, UberEats, and DoorDash, increasing order volume by 45%.

Education & Certificates

Douglas College, Associates Degree

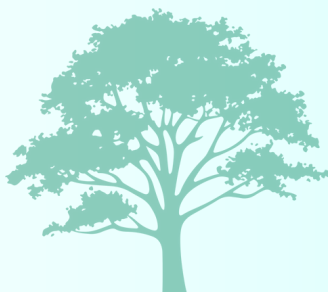
Computer Programming - 2017

Serving It Right

Selling It Right

First-Aid Level 1

Food-Safe Level 1



References

Myra Jane, Supervisor, Coal Harbour Liquor

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Emily Daft, Web Design Client, glitterqueencreative.ca

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Stephanie Donofrio, Restaurant Manager, McDonalds

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