

Wesley D. Driscoll
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EDUCATION

Bachelor of Science, Education
Old Dominion University

Expected: May, 2026
Norfolk, VA

Associates of Arts and Sciences, Arts and Sciences
Specialization in Teacher Education (Pre-K – 8)
Rappahannock Community College

May, 2018
Saluda, VA

High School Graduate, Advanced Diploma
New Kent High School

June, 2014
New Kent, VA

EXPERIENCE

Chartway Credit Union
Relationship Manager

March 2024 - Present

- Led delivery of exceptional member service through consultative financial guidelines
- Drove relationship growth through proactive member and community engagement
- Partnered with branch and cross-functional teams to solve issues and improve outcomes
- Coached and mentored team members to strengthen performance and development
- Provide operational leadership by flexing across roles to meet branch needs
- Oversaw accurate transactions, account services, and lending support
- Identified and implemented process improvements to elevate the member experience
- Ensure branch operations complied with regulatory and policy standards

March 2023 – March
2024

Tinto Wine & Cheese
Store Manager

- Responsible for daily operations of a retail wine store and wine bar, with approximately \$30,000 in monthly revenue and four employees
- Ensure all licensing and regulatory requirements are met for Virginia ABC and Department of Health for retail food and beverage service
- Conduct wine tastings for customers and train employees to maximize customer experience and sales of in-store food and beverage, retail wine, and wine tours
- Conduct and reconcile weekly inventory for all food and beverage products
- Select and procure wine product from vendors based on consumer trends and sales
- Train staff on product knowledge for weekly rotating highlighted products
- Ensure store cash accounting and deposits are accurate
- Write weekly company-wide newsletter covering four stores distributed to 5,000+ recipients

Total Wine and More

Wine Supervisor and Certified Total Wine Professional

- Lead store as manager on duty and keyholder with responsibility for customer satisfaction, associate productivity, management of cash collections, compliance with VA ABC regulations, and store operations
- Provide product recommendations to customers that align with company priorities to maximize returns
- Reconcile product deliveries with purchase orders and distribute inventory within the store
- Lead customer wine tasting tables weekly to maximize sale of selected wines
- Educate associates on new products and tasting notes to promote sales
- Conduct loss prevention audits weekly to ensure associates compliance with company policy
- Responsible for company social media accounts and product promotions for 8 stores in the Southern Virginia and Richmond markets

Chesapeake, VA
May 2018 –
September 2022Norfolk, VA
September
2022-March 2023**Total Wine and More**

Front End Team Member

- Performed customer cash transactions consistently while verifying appropriate sales and inventory management
- Ensured customer satisfaction by providing recommendations on wine purchases, signing up customers for company loyalty program, and application of company coupon incentives
- Ensured inventory was appropriately stocked throughout the store

Chesapeake, VA
October 2017 –
May 2019**Cost Plus World Market**

Cashier

- Performed customer cash transactions consistently while verifying sales
- Reviewed online orders, pulled products, and processed sales for customers
- Ensured customer satisfaction by engaging with customers on potential sales and signed them up for the company loyalty program

Williamsburg, VA
September 2016 –
October 2017**Sweet Frog**

Associate

- Performed customer cash transactions consistently
- Ensured sanitary environment for customers and product to meet regulatory requirements

Williamsburg, VA
February 2015 –
October 17