

## Contact

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(LinkedIn)

## Top Skills

Leadership

Filing

Teamwork

## Certifications

Strategic Thinking

Leading without Formal Authority

Delivering Bad News to a Customer

Transitioning from Manager to  
Leader

Ryan Holmes on Social Leadership

# Kashif Graham-Lang

Business Development at Cannabis Talk 101

Los Angeles

## Summary

Just a simple man pushing the cannabis culture one conversation at a time.

## Experience

Cannabis Talk 101

Business Development

August 2021 - Present (6 months)

Los Angeles Metropolitan Area

- Sell the services via phone and email to leads, existing clients, and new prospects.
- Provide a high level of customer service to potential, new, and existing clients.
- Maintain relationships and create retention with clients.
- Provide prospective clients with the best possible solution to meet their long-term marketing goals.
- Continuous follow-up with clients during their campaign.
- Work with the team to achieve weekly, monthly, and annual revenue goals.
- Make a commitment to our clients and their success.
- Give feedback to management on ways to improve the product, service, and customer service.
- Help prepare the set with lights, props, equipment, etc.
- Set up and breakdown during events, as well as filming.

## Cookies

Sales Associate

April 2020 - August 2021 (1 year 5 months)

Los Angeles Metropolitan Area

- Greeting / Registering patients.
- Consulting patients on all our cannabis products.
- Completing cash transactions.
- Handling cash drawer with accuracy.
- Maintaining a clean work environment.

- Assist patients in identifying the medicines and methods of medication that best fit their individual needs.
- Assisted in helping a high volume of patients with correct strains and weights.
- Informed patients of daily deals and specials.
- Unpack, sort, count, and label merchandise as directed, including items requiring special handling or refrigeration.
- Cleaning and restocking on downtime.
- Continue to enhance my knowledge of medical cannabis, and continually hone my ability to explain and recommend treatment procedures and product uses.

## Cannabis Cafe

### Flower Host

November 2019 - March 2020 (5 months)

West Hollywood, California

- Demonstrate a maniacal commitment to cleanliness; sanitation and safety.
- Always kept up to date with an ever-changing menu so that I can seamlessly infuse my style as I answered questions; describe and recommend items, and help our guests find new and old favorites.
- Protected our guests by accurately ordering, checking, and then serving items as requested.
- Practiced responsible cannabis and alcohol service at all times.
- Accurately recorded and charged our guests for every single item.
- Processed all transactions completely and with integrity.
- Supported my peers by running food and drinks; bussing and sanitizing tables; and greeting guests.
- Quickly completed opening and closing duties each shift ensuring my peers and I are set for success.
- Managed running side work efficiently. Cleaning glass pieces, grinders, and ash trays.
- Follow all compliance laws, policies, and processes communicated by my Managers and the Company.

## MedMen

2 years 3 months

### Team Lead

January 2019 - November 2019 (11 months)

Greater Los Angeles Area

- Lead by example by exceeding personal sales volume and KPI goals and support Hospitality Associates to do the same.

- Execute a world class hospitality program to drive repeat business through strong local grass roots networking, customer data capture and execution of our loyalty program.
- Assist store leaders with executing business initiatives in an effective and efficient manner.
- Report out to Co-Manager of Hospitality to identify training and development needs and support of Hospitality Associates.
- Provide leadership, training, guidance and support to team members that fosters continuous learning and improvement in performance of the stores.

### Sales Associate

September 2017 - January 2019 (1 year 5 months)

Greater Los Angeles Area

- Greeting / Registering patients.
- Verifying doctors recommendation.
- Gather and process required patients documents and information, and perform detailed verification while maintaining patients confidentiality.
- Answering phones and taking down any important messages.
- Maintaining radio communication with cannabis consultants and staff.
- Consulting patients on all our cannabis products.
- Completing cash transactions.
- Handling cash drawer with accuracy.
- Maintaining a clean work environment.
- Assist patients in identifying the medicines and methods of medication that best fit their individual needs.
- Assisted in helping high volume of patients with correct strains and weights.
- Informed patients of daily deals and specials.
- Met a daily sales quota.
- Unpack, sort, count and label merchandise as directed, including items requiring special handling or refrigeration.
- Cleaning and restocking on down time.
- Perform clerical tasks including accurate filing, compiling, and maintaining inventory and records.
- Continue to enhance my knowledge of medical cannabis, and continually hone my ability to explain and recommend treatment procedures and product uses.

### FB Hospitality Group

General Manager

February 2014 - February 2017 (3 years 1 month)

Greater New York City Area

- Provided excellent customer service.
- Managed a team of 45 and floated between three locations.
- Performed administrative tasks.
- Organizes and accurately maintain filing system of confidential information.
- Coordinated and oversee internal and external catering events.
- Optimize restaurant processes to ensure high team performance.
- Work with team members to increase individual performance
- Ordering, inventory, testing and sampling products.
- Reduced expenses by minimizing waste.
- Determine areas of improvement and applied changes accordingly.
- Interviewed, hired, and trained new staff.
- Evaluated employee performance, set goals, and developed improvement plans.
- Maintained operational efficiency with oversight and corrections.
- Maintain high standard quality hygiene, health and safety.
- Passed 5 health inspections each with "A" grades.

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## Education

Borough of Manhattan Community College

Associate of Arts - AA, Business Administration, Management and Operations · (2014 - 2017)