

SUMMARY

Early career food retail candidate with hands on academic and campus experience supporting **customer service**, fresh product presentation, safe food handling, sanitation, **FIFO rotation**, stocking, and organized store operations. Practiced answering **product questions**, guiding shoppers, checking quality, and keeping displays orderly across produce, bakery, deli, grocery, meat, and seafood simulations. Used inventory applications and handheld training devices for counts, item checks, replenishment tasks, and digital records. Followed written procedures for temperature checks, cleaning, allergen awareness, product rotation, and disposition decisions. Calm communication, **active listening**, careful execution, and cooperative station handoffs supported dependable service during timed practice sessions. Prepared for physically active work involving lifting, bending, twisting, stocking, and extended standing while contributing to clean, safe, customer friendly fresh departments.

EDUCATION

Certificate in Retail and Customer Service Studies2026
Ivy Tech Community College GPA: 4.0Fort Wayne, IN
Coursework: Customer service, food safety, merchandising, inventory control

TECHNICAL SKILLS

- **Food Safety:** ServSafe, temperature checks, allergen awareness
- **Sanitation:** Cleaning routines, sanitation logs, safe handling
- **Inventory Systems:** Inventory application, item counts, low stock tracking
- **Handheld Technology:** Item scanning, identifier checks, audit exercises
- **Merchandising:** Shelf displays, category grouping, visual presentation
- **Product Rotation:** FIFO rotation, date checks, quality review
- **Fresh Departments:** Produce, bakery, deli, grocery
- **Service Operations:** Product questions, substitutions, service recovery
- **Stocking Methods:** Replenishment plans, shelf stocking, display upkeep
- **Quality Control:** Disposition decisions, exception records, product inspection

SKILLS

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|---------------------|--------------------|-------------------------|----------------------|
| • Customer service | • FIFO rotation | • Fresh displays | • Team communication |
| • Product knowledge | • Stocking | • Digital task tracking | • Product quality |
| • Food safety | • Merchandising | • Active listening | • Department support |
| • Sanitation | • Inventory counts | • Organization | |

EXPERIENCE

Fresh Retail Operations ProjectJanuary 2026 - September 2026
University ProjectFort Wayne, IN

Supported a supervised retail simulation spanning produce, bakery, deli, and grocery stations. Practiced customer assistance, inventory rotation, sanitation, merchandising, **digital task tracking**, and clear team communication across changing operating needs.

- Managed four fresh department stations using FIFO rotation and replenishment plans for 180 simulated SKUs.
- Built **food safety** checklists documenting temperatures, cleaning steps, rotation decisions, and quality observations.
- Practiced product questions and substitutions, earning strong instructor marks for listening and clear explanations.
- Recorded **inventory counts** in a classroom application, then prepared replenishment tasks for each session.
- Designed grouped displays around visibility and date **rotation**, then reviewed results against **merchandising** rubrics.
- Presented store operations findings linking accurate stocking, safe handling, and **teammate communication** with reliable service.

Food Safety and Merchandising Lab AssociateSeptember 2025 - December 2025
Student LabFort Wayne, IN

Completed supervised lab rotations focused on safe food handling, sanitation, quality inspection, product presentation, and stocking practice. Coordinated timed station handoffs while learning procedures and using training technology accurately.

- Completed supervised rotations covering food handling, cleaning, **sanitation**, allergen awareness, and quality inspection.
- Rotated packaged products by date and condition, documented exceptions, and explained disposition decisions using procedures.
- Set up mock meat, **seafood**, produce, and **bakery** displays with clean separation and accurate labeling.
- Used handheld devices to scan sample items, verify identifiers, and complete **stocking** audit exercises accurately.
- Performed repeated **lifting**, shelf stocking, bending, **twisting**, and standing exercises during practical work sessions.

- Coordinated timed station handoffs with classmates, keeping task logs current and work areas ready.

PROJECTS

Fresh Department Service Practice 📅 2026

Created a supervised cross department practice model for customer questions, product location guidance, substitutions, rotation, sanitation, and replenishment. Focused on accurate service during changing operational needs.

LEADERSHIP & AWARDS

- Dean's List, Spring 2026
- Retail Operations Project Excellence Recognition, 2026
- Instructor recognition for clear customer scenario explanations, 2026

CERTIFICATIONS

- ServSafe Food Handler Certificate 📅 2026
- Coursera Customer Service Fundamentals 📅 2026

PROFESSIONAL AFFILIATIONS

- Campus Food Pantry Volunteer, Stocking Team, 2025 to 2026
- Peer Practice Group Coordinator, Customer Service Lab, 2026

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST