

Nicholas Alexander

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SUMMARY

Enthusiastic professional with over 2 years in customer service and inventory management. Skilled at enhancing member experiences through maintaining quality standards and cleanliness in food service areas. Committed to resolving issues promptly and efficiently to meet member needs, contributing positively to overall brand reputation. Experienced in strategic stocking that aligns with popular demand, ensuring optimal product availability. Adept at conducting safety checks and adhering strictly to policies, cultivating a safe environment for both team members and shoppers. Excited to join Fresh Foods Co. and contribute to operational excellence.

EXPERIENCE

Deli Stocker Associate June 2025 - Present
Fresh Foods Co. Latham, NY

In an integral role, responsible for maintaining integrity within the deli and cooler environments while delivering exceptional service to members. This position involves collaborating seamlessly with teams to ensure efficient stock management and compliance with health standards.

- Uphold exemplary cleanliness and organization across deli and cooler sections, ensuring customers enjoy an inviting shopping ambiance.
- Regularly assess expiration dates on items, removing expired products, thereby promoting safety and product quality.
- Engage proactively with shoppers, guiding them in product selection and swiftly addressing inquiries, enhancing their satisfaction.
- Collaborate with peers for timely restocking of shelves, making sure high-demand products remain accessible throughout peak hours.
- Conduct routine safety inspections of equipment, promptly reporting maintenance needs to support operational efficiency.
- Participate actively in training sessions, ensuring up-to-date knowledge on food handling practices and compliance.

Stock Associate May 2024 - May 2025
Grocery Mart Schenectady, NY

Provided essential support in daily operations involving inventory management and customer service within a busy grocery environment, focused on team cooperation and productivity improvements for enhanced customer satisfaction.

- Played a key role in effectively organizing and stocking grocery items and assuring optimal presentation with consistent follow-through on restock requests.
- Enhanced customer interactions by actively assisting shoppers with queries and improving their overall experience in-store.
- Monitored stock levels attentively, relaying restock requirements to management, yielding notably improved turnover rates.
- Maintained exemplary health and safety standards throughout store operations, directly contributing to a compliant business environment.
- Worked collaboratively on promotional displays, leading to heightened visibility and boosting sales during key sale periods.
- Handled delivery processing competently, ensuring accurate inventory documentation and reducing discrepancies.

LEADERSHIP & AWARDS

- Dean's List, 2025

EDUCATION

Bachelor's Degree in Business Management 2027
State University of New York GPA: 3.5 Albany, NY
Coursework: Retail Management, Supply Chain Management, Organizational Behavior, Marketing Principles

CERTIFICATIONS

- Food Handler Certification 2026
- ServSafe Certification 2026

TECHNICAL SKILLS

- Food Safety Regulations:** HACCP, ServSafe, FDA Guidelines
- Inventory Management Systems:** StockAuditor, Fishbowl, Sortly
- Point of Sale Applications:** Square, Clover, Lightspeed
- Cleaning Protocols:** HEPA Filters, Sanitizers, Safe Chemical Usage
- Training & Development:** Role-Playing, Scenario Training, Workshops

- **Emergency Procedures:** Fire Safety, First Aid, CPR Certification
- **Forklift Operation:** Pallet Jacks, Electric Forklifts, Manual Lifting Techniques
- **Visual Merchandising:** End Caps, Signage, Layout Optimization
- **Logistics Coordination:** Shipping Schedules, Routing Software, Inventory Audits
- **Customer Interaction Tools:** Feedback Forms, Survey Tools, CRM Software

SKILLS

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|------------------------|-----------------------|-------------------------------|----------------------------|
| • Customer Service | • Problem-Solving | • Active Listening | • Merchandising Strategies |
| • Inventory Management | • Communication | • Safety Standards Compliance | • Customer Engagement |
| • Food Safety | • Product Knowledge | • Restocking Procedures | • Time Management |
| • Team Collaboration | • Conflict Resolution | • Sanitation Practices | |

PROFESSIONAL AFFILIATIONS

- Member, Student Business Association
- Volunteer, Local Food Bank

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST