



Nicholas Rojas

Inbound Expert, Retail Operations

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STRENGTHS

- ✓ **Inbound Accuracy**
Sorted cartons and verified locations with scanners. A careful second check helped keep replenishment work orderly.
- 👥 **Service Support**
Practiced pickup questions and register scenarios. Calm explanations helped guests find next steps during busy service.
- 🛡️ **Safe Handling**
Cleared packaging and reported hazards promptly. Small safety actions kept aisles open for coworkers and guests.
- 📋 **Process Discipline**
Followed multi step workflows for receiving, picking, and staging. Written steps made unusual requests easier to manage.
- 🤝 **Team Reliability**
Shared project work with peers and completed assigned sections. Teammates could rely on consistent updates and follow through.

SKILLS

Inbound sorting Stocking
Replenishment Handheld scanners
Order picking Register operations
Customer service
Merchandise handling
Safety compliance
Inventory accuracy Pricing support

SUMMARY

Early career retail operations candidate with supervised stockroom, fulfillment, and service experience. Sorts inbound freight, verifies merchandise with **handheld barcode scanners**, organizes reserve locations, and replenishes shelves with close attention to labels, pricing, placement, and availability. Completes order picking, pickup staging, damaged merchandise documentation, and safe aisle maintenance through clear multi step procedures. Academic simulation work added practice with register support, guest questions, **inventory accuracy**, ladder use, lifting, bending, reaching, and travel path safety. Works well with peers, follows written policies, stays composed during busy periods, and communicates issues promptly. Brings dependable attendance, practical **problem solving**, and readiness for early mornings, evenings, weekends, holidays, changing temperatures, and physically active shifts. Can contribute careful execution and respectful **guest service** in a fast paced retail operation.

EDUCATION

High School Diploma

South Salem High School 🎓 GPA: 3.5 📅 2026 📍 Salem, OR

***Coursework:** Retail operations, inventory accuracy, customer service, workplace safety*

TECHNICAL SKILLS

- **Inventory Systems:** Handheld barcode scanners, reserve location records, inventory verification
- **Stockroom Operations:** Inbound freight sorting, reserve merchandise, shelf replenishment
- **Fulfillment Tools:** Order picking, pickup staging, drive up support
- **Point of Sale:** Register operations, backup cashier support, payment workflow
- **Merchandise Control:** Pricing labels, promotional signing, defective merchandise processing
- **Communication Devices:** Handheld communication devices, store technology, service coordination
- **Safety Practices:** Aisle safety, ladder use, lifting procedures
- **Guest Service:** Pickup questions, guest assistance, service recovery
- **Inventory Documentation:** Barcode verification, location assignment, disposition records
- **Retail Compliance:** Adult beverage requirements, environmental handling, written policies

EXPERIENCE

Stockroom and Fulfillment Assistant

Student Store 📅 September 2025 - Present 📍 Salem, OR

Supports supervised stockroom and **fulfillment** operations through inbound sorting, reserve organization, shelf replenishment, order staging, and damaged merchandise processing. Uses handheld scanning technology, follows documented procedures, maintains safe work areas, and coordinates with peers to support timely service and accurate inventory records.

- Sorted incoming cartons and staged merchandise for supervised replenishment activities.
- Verified item numbers and **reserve locations** with **handheld barcode scanners**.
- Replenished shelves while checking labels, placement, **pricing**, and stock levels.
- Picked campus orders and confirmed items before staging pickup packages.
- Separated **damaged merchandise** and documented findings before supervised disposition.
- Maintained **safe aisles**, cleared packaging, and reported hazards promptly.

Retail Operations Assistant

Student Store 📅 September 2025 - Present 📍 Salem, OR

Provides practical support across stockroom, fulfillment, and **guest service** workflows. Handles repetitive movement, merchandise organization, order accuracy, and **safety** reporting while learning written policies and coordinating work with supervisors and peers.

Promotional signing Fulfillment

Problem solving Teamwork

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Stockroom and Fulfillment Assistant at Student Store (1 Years)

● Retail Operations Assistant at Student Store (1 Years)

- Organized reserve merchandise by location for easier replenishment access.
- Used scanner records to support **inventory accuracy** during order preparation.
- Answered pickup questions and directed guests to appropriate service support.
- Practiced backup **register** procedures during supervised **customer service** scenarios.
- Reviewed damaged product details before passing items for disposition.
- Cleared cartons and packaging to keep travel paths safe during shifts.

PROJECTS

Retail Inbound Operations Simulation 📅 2026

Modeled unload, sorting, reserve, replenishment, scanning, pickup, guest service, and safety workflows. Sorted a 600 item dataset by department and priority, tested location assignment procedures, and presented how accurate inventory work supports merchandise availability.

LEADERSHIP & AWARDS

- Academic Achievement Recognition, South Salem High School, 2026
- Student Service Recognition, South Salem High School, 2025
- Peer Project Team Member Recognition, 2025 to 2026

CERTIFICATIONS

- Microsoft Learn Career Essentials 📅 2026
- Retail Workplace Safety Training 📅 2026

PROFESSIONAL AFFILIATIONS

- Peer Project Team Member, 2025 to 2026
- Community Volunteer, Salem, 2026

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST