

Jordan Williamson

Merchandise and Stocking Associate

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STRENGTHS

-  **Solution-oriented**
Always focused on problem-solving during warehouse operations, leading teams through challenges smoothly.
-  **Team Collaboration**
Recognized by peers as a dependable collaborator, offering support and ideas that boost team morale.
-  **Attention to Detail**
Mindful of ensuring items are labeled correctly and displayed neatly, promoting effective inventory management.
-  **Customer Service Champion**
Frequently addressed and resolved customer queries effectively, contributing significantly to overall satisfaction.
-  **Safety Advocate**
Demonstrated commitment to workplace safety by consistently following procedures and educating others.

SKILLS

Inventory Management

Customer Service

Pallet Jack Operation

Forklift Operation

Team Collaboration Merchandising

LANGUAGES

English Native

Spanish Intermediate

SUMMARY

Dedicated Merchandise Associate with over 2 years of experience in retail environments, specializing in inventory management and customer service. Proven ability to organize merchandise efficiently and assist in daily operations to enhance store productivity. Skilled in operating pallet jacks and forklifts, ensuring safety and adherence to organizational standards. Committed to maintaining a clean and welcoming shopping atmosphere for customers, facilitating smooth store operations while supporting team initiatives and promotional efforts.

EXPERIENCE

Merchandise Associate

Retail Solutions Inc.  June 2025 - Present  Springfield, OH

Role involves stocking shelves, organizing merchandise, and enhancing the shopping experience by ensuring product availability. Primarily supports daily operations with emphasis on safety standards and customer satisfaction.

- Engaged in daily stock replenishment, ensuring shelves are organized and fully stocked to enhance the customer shopping experience.
- Utilized pallet jacks for unloading deliveries, maintaining safety protocols during stock handling.
- Assisted in rotating inventory to minimize waste, contributing positively to customer satisfaction.
- Collaborated with team members for promotional displays, resulting in successful sales initiatives.
- Maintained cleanliness and organization of sales floor, upholding company standards for a safe environment.
- Provided exceptional service, assisting customers in locating products and addressing inquiries.

Stocking Associate

Retail Experience Group  August 2024 - May 2025  Lebanon, OH

Supported operational tasks by unloading trucks and moving merchandise to the sales floor. Focus on product accessibility and customer interaction.

- Handled unpacking responsibilities by unloading trucks, instantly increasing product availability for customers.
- Implemented inventory rotation techniques, preventing expired goods and enhancing overall freshness.
- Strengthened backroom organization, smoothing the stocking process and boosting team efficiency.
- Interacted with customers, providing product information and support, fostering positive experiences.
- Contributed to the setup of promotional displays, realizing increased visibility and sales enhancements.
- Operated equipment like forklifts safely during stock activities while following safety measures.

LEADERSHIP & AWARDS

- Employee of the Month - Retail Solutions Inc., March 2026
- Best Team Player Award - Retail Experience Group, December 2024

EDUCATION

High School Diploma

Dayton High School  GPA: 3.5  2024  Dayton, OH

Coursework: Retail Management, Business Principles, Consumer Behavior, Marketing Strategies

CERTIFICATIONS

- Forklift Operator Certification  2026

MY CAREER



- Merchandise Associate at Retail Solutions Inc. (1.2 Years)
- Stocking Associate at Retail Experience Group (9 Months)

- Retail Management Certificate 📅 2026

TECHNICAL SKILLS

- **Retail Operations:** Inventory Control, Stock Replenishment, Customer Engagement
- **Equipment Operation:** Pallet Jacks, Forklifts, Hand Trucks
- **Quality Assurance:** Inventory Rotating, Product Labeling, Display Setup
- **Promotional Strategies:** Marketing Displays, Seasonal Promotions, Visual Merchandising
- **Health & Safety Standards:** Workplace Safety, Hazard Awareness, Equipment Handling Guidelines
- **Team Collaboration Tools:** Communication Platforms, Collaborative Scheduling, Performance Tracking Systems
- **Service Excellence:** Customer Interactions, Product Assistance, Inquiry Resolution
- **Efficiency Techniques:** Process Improvement, Workflow Streamlining, Time Management
- **Backroom Organization:** Merchandise Sorting, Inventory Storage, Stock Monitoring
- **Training & Development:** Onboarding New Associates, Skills Enhancement Workshops, Continuous Learning Initiatives

PROFESSIONAL AFFILIATIONS

- Member of Retail Workers Union, Ohio Chapter
- Active Volunteer at Local Food Bank

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST