

Zayd Kirk

Merchandiser

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 Boise, ID 83702

STRENGTHS

-  **Customer centricity**
Focused on creating positive customer interactions resulted in repeat business and strong loyalty.
-  **Collaborative approach**
Emphasizing teamwork helped streamline communication, essential for achieving collective goals within retail spaces.
-  **Innovative problem solving**
Successfully identified and resolved product quality issues leading to improved inventory turnover rates and customer trust.
-  **Attention to detail**
Regularly examined product placements maintained company standards, crucial for pleasant shopping environments.
-  **Results-driven mindset**
Adopting performance metrics led to actionable improvements, enhancing both customer satisfaction and operational workflow.

SKILLS

Inventory Management	
Customer Relationship Management	
Merchandising Strategies	
Data Analysis	Team Collaboration
Technology Utilization	

LANGUAGES

English	Native
Spanish	Proficient

SUMMARY

Detail-oriented merchandiser specializing in retail environments, focused on enhancing customer satisfaction and maintaining product quality. Proven ability to establish strong relationships with customers and suppliers while ensuring compliance with company standards. Demonstrated expertise in inventory management through the use of technology for operational efficiency, executing merchandising strategies effectively. Recognizing the significance of creating engaging displays and executing first-in, first-out stocking systems plays a crucial role in minimizing waste and maximizing availability. Committed to fostering a collaborative team environment and contributing exceptionally to organizational success and customer loyalty.

EXPERIENCE

Merchandiser

Retail Solutions LLC  May 2025 - Present  Boise, ID

Managed multiple retail locations with a focus on optimizing inventory levels and product availability. Collaborated with store teams to ensure operational success while enhancing customer experience.

- Ensured all retail locations are stocked according to established guidelines, enhancing product availability and elevating customer satisfaction.
- Developed robust relationships with store management to facilitate effective communication and operational efficiency within the team.
- Utilized mobile technology daily to manage inventory, streamline updates, and ensure compliance with brand standards.
- Conducted regular inspections of back stock areas, upholding safety standards for continuous accessibility by team members.
- Implemented first-in, first-out (FIFO) stocking techniques actively to maintain product freshness and significantly reduce waste.
- Engaged in team meetings consistently, sharing insights and collaborating effectively on promotional strategies to enhance sales.

Sales Support Associate

Beverage Distribution Co.  June 2024 - April 2025  Nampa, ID

Supported a dynamic sales environment by managing inventory and ensuring visual merchandising upheld company standards. Led training initiatives that immersed new staff into key operational protocols.

- Assisted in assessing inventory levels, helping to replenish products, and guaranteeing strategic placement driving overall sales efficiently.
- Worked closely with sales teams to execute eye-catching promotional displays, ensuring they aligned with visual merchandising standards.
- Trained newly hired staff thoroughly, covering inventory management concepts and pertinent customer service protocols essential for success.
- Monitored product quality diligently, reported discrepancies resulting in swift resolutions and improved customer satisfaction.
- Engaged well with customers, collecting feedback that informed enhancements to overall service delivery and sales effectiveness.
- Maintained an exceptionally clean and organized work environment, positively impacting workplace safety and operational efficiency.

Research Assistant

Academic Research Lab  September 2023 - May 2024  Magic City, ID

Actively contributed to significant research efforts focused on consumer behaviors in beverage marketing, providing analytical support and collaborative input during presentations.

MY CAREER



- Merchandiser at Retail Solutions LLC (1.2 Years)
- Sales Support Associate at Beverage Distribution Co. (10 Months)
- Research Assistant at Academic Research Lab (8 Months)

- Contributed valuable insights to research projects aimed at understanding consumer behavior regarding beverage purchasing trends.
- Provided assistance with data collection and analysis that enriched ongoing research efforts contributing greatly to project advancements.
- Collaborated proactively with faculty and peers to present focused findings at academic conferences, showcasing impactful outcomes.
- Utilized statistical software efficiently to analyze data patterns, presenting insights beneficial for both research progress and related discussions.
- Supported organizational efforts in workshops geared towards improving methodologies and necessary data presentation skills.

LEADERSHIP & AWARDS

- Certified Merchandising Professional (CMP) - 2026
- Awarded Employee of the Month for outstanding customer service - December 2025

EDUCATION

Bachelor's Degree in Marketing

University of Magic City 🎓 GPA: 3.5 📅 2026 📍 Magic City, ID

Coursework: Consumer Behavior, Retail Management, Digital Marketing, Market Research

CERTIFICATIONS

- Certified Merchandising Professional (CMP) 📅 2026
- Food Safety Certification 📅 2025

TECHNICAL SKILLS

- **Mobile Technology:** Tablets, Smartphones, Inventory Apps
- **Merchandising Software:** Planogram Software, Inventory Management Systems, POS Systems
- **Analytical Tools:** SPSS, Excel, Google Analytics
- **Communication Platforms:** Email, Slack, Microsoft Teams
- **Safety Standards:** OSHA Guidelines, Safety Protocols, Risk Management
- **Stock Management Techniques:** First-In-First-Out, Last-In-First-Out, Just In Time
- **Training Methodologies:** Onboarding Procedures, Workshops, Peer Training
- **Retail Operations:** Display Setup, Product Rotation, Stock Audits
- **Customer Engagement:** Customer Feedback Surveys, Loyalty Programs, Event Promotions
- **Visual Merchandising:** Display Creation, Promotional Materials, Signage Management

PROFESSIONAL AFFILIATIONS

- Member, National Association of Merchandising Professionals
- Volunteer, Local Food Bank Initiatives

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST