

Nevaeh Gross

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SUMMARY

Enthusiastic and dependable retail professional with a strong focus on inventory management. Proven experience using handheld scanning technology to ensure accuracy in counting inventory while maximizing productivity. Known for reliability, cooperation in team settings, and upholding a strong work ethic. Successfully maintained an organized inventory process during hands-on training sessions. Eager to contribute skills at WIS International and positively impact team performance through dedication to high standards.

EDUCATION

Bachelor of Science in Business Administration
Sonoma State University GPA: 3.8
Coursework: Marketing Principles, Retail Management, Operations Management, Consumer Behavior

2026
Rohnert Park, CA

TECHNICAL SKILLS

- **Inventory Tools:** Handheld Scanners, RFID Systems, Stock Counting Software
- **Research Methodologies:** Surveys, Analytical Software, Report Writing Tools
- **Data Analysis Software:** Excel, SPSS, Google Analytics
- **Project Management:** Trello, Asana, Microsoft Teams
- **Communication Platforms:** Zoom, Microsoft Outlook, Google Meet
- **Collaboration Tools:** Slack, SharePoint, Miro
- **Presentation Software:** PowerPoint, Prezi, Canva
- **Customer Service Tools:** Salesforce, CRM Software, Ticketing Systems
- **Statistical Analysis Tools:** R, Python, Tableau
- **Microsoft Office Suite:** Word, Excel, PowerPoint

SKILLS

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|------------------------|--------------------------|----------------------------|----------------------------|
| • Inventory Management | • Customer Engagement | • Feedback Facilitation | • Training Development |
| • Team Collaboration | • Observational Research | • Handheld Technology Uses | • Community Volunteering |
| • Data Analysis | • Productivity Tracking | • Presentation Skills | • Operational Improvement |
| • Retail Strategies | • Report Writing | • Statistical Analysis | • Communication Techniques |

EXPERIENCE

Inventory Management Assistant
University Project

January 2026 - Present
Santa Rosa, CA

Supported a capstone project aimed at enhancing inventory tracking for local retailers. Utilized handheld scanners effectively to improve accuracy in recording counts, maintaining high standards throughout the process. Collaborated with peers to create an efficient workflow that promoted timely results while ensuring compliance with best practices.

- Utilized handheld scanners efficiently, leading the team in precision during the counting process.
- Established a systematic approach to sorting inventory data, fostering teamwork and collaboration.
- Presented recommendations to faculty that improved inventory documentation methods for future use.
- Captured key findings from inventory assessments and translated them into actionable insights.
- Wrote guidelines for students entering inventory roles, emphasizing effective techniques and quality assurance.
- Participated in feedback sessions that shaped ongoing improvements in project execution and outcomes.

Retail Operations Researcher
University Research Lab

September 2025 - December 2025
Santa Rosa, CA

Conducted thorough research examining successful inventory methods employed by local retailers. Analyzed underlying principles guiding accurate and productive inventory management processes while engaging directly with businesses for real-world insights.

- Analyzed operational challenges within retailers focusing on inventory accuracy and efficiency.
- Synthesized data collected from interviews and site visits into comprehensive reports.
- Worked closely with faculty members, participating in all stages from research design to outcome presentations.
- Developed reproducible strategies based on gathered data recommendations tailored for local retailers.
- Engaged in discussions at symposiums about improving inventory management systems across regional businesses.
- Created informative visual aids that successfully communicated core research findings to diverse audiences.

Customer Experience Evaluator

January 2025 - May 2025

Academic Research

Santa Rosa, CA

Handled detailed observational studies assessing customer service engagements across various retail establishments. Documented interaction patterns which facilitated nuanced discussions about service quality enhancements.

- Identified significant improvement areas through direct observation and subsequent analysis of services rendered.
- Collaborated with teammates on innovative solutions designed to heighten customer satisfaction metrics.
- Engaged local business owners in conversations revolving around delivering exceptional customer experiences.
- Offered constructive analyses after evaluating service teams, recommending specific areas of focus for enhancement.
- Presented a cohesive overview of findings that underscored the customer journey implications with practical applications.
- Assisted in compiling training materials reflecting project insights to qualify future student researchers in relevant aspects.

LEADERSHIP & AWARDS

- Dean's List, Sonoma State University (2025)
- Outstanding Project Presentation Award, Capstone Project (2026)

CERTIFICATIONS

- Certified Retail Management Professional 📅 2026
- CPR and First Aid Certified 📅 2026

PROFESSIONAL AFFILIATIONS

- Member, Retail Management Club
- Volunteer, Local Food Bank

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST