

Eli Castillo

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Hagerstown, MD 21740

SUMMARY

Dedicated retail professional with over two years of experience in stock management and customer service. Committed to enhancing customer satisfaction through skilled communication and organization. Proven ability to maintain efficient stock levels and ensure timely delivery of products. Forklift certified, with a strong focus on safety and compliance in fast-paced environments. Known for engaging effectively with teams, prioritizing operational excellence, and contributing positively to the workplace culture. Excited to bring expertise in customer handling, inventory management, and promoting a seamless shopping experience.

EXPERIENCE

Retail Receiving & Stock Associate June 2025 - Present
Fictional Retail Company Frederick, MD

- Support a dynamic stock team in ensuring timely merchandise delivery while maintaining excellent customer experiences. Focused on organizational efficiency and product accessibility, this role emphasizes teamwork and effective communication.
- Collaborate with team members for seamless merchandise movement to sales floors, improving item availability for customers.
 - Efficiently load and unload trucks using forklifts and manual equipment, doubling work speed during peak delivery hours.
 - Provide personalized assistance to customers during merchandise pickup, significantly boosting customer satisfaction rates.
 - Maintain a safe and organized receiving area, strictly following safety protocols and company guidelines.
 - Facilitate the removal of waste materials from display areas to promote a welcoming environment for shoppers.
 - Aid in organizing special events and promotions, fostering strong relationships with sales teams to meet departmental needs.

Stock Associate January 2024 - May 2025
Fictional Warehouse Solutions Hagerstown, MD

- Played a key role in inventory management practices, supporting daily operations and elevating the overall shopping experience through engagement.
- Contributed to managing inventory processes, routinely monitoring stock levels to ensure timely replenishment.
 - Enhanced customer experience by addressing inquiries and resolving issues promptly throughout store operations.
 - Operated various equipment safely, exhibiting a strong commitment to all safety regulations and policies.
 - Partnered with management to optimize stockroom layout, minimizing time spent for fulfilling product orders.
 - Participated actively in training new hires to adopt best practices for stock control and enriching customer interactions.
 - Conducted regular audits to assure stock accuracy, proactively preventing discrepancies that could hinder business performance.

LEADERSHIP & AWARDS

- Outstanding Employee Recognition for exceptional customer feedback and teamwork at Fictional Retail Company.
- Forklift Safety Certification leading workshops to engage fellow associates in safe equipment usage.

EDUCATION

High School Diploma 2022
Frederick High School GPA: N/A Frederick, MD

Coursework: General Education, Communication Skills, Customer Relations, Business Principles

CERTIFICATIONS

- Forklift Operator Certification 2025
- Customer Service Excellence Training 2025

TECHNICAL SKILLS

- Inventory Management Tools:** Square, Fishbowl, PeachTree
- Communication Platforms:** Slack, Microsoft Teams, Zoom
- Forklift Models:** Crown, Toyota, Yale
- Customer Relationship Tools:** Zendesk, HubSpot, Salesforce
- Point of Sale Systems:** ShopKeep, Clover, Lightspeed
- Stock Organization Methods:** First In First Out, Just-In-Time, ABC Analysis
- Operational Guidelines:** OSHA Standards, Safety Regulations, Internal Policies
- Delivery Coordination:** Logistics Software, Route Planning, Delivery Scheduling

- **Promotional Event Support:** Visual Merchandising, Promotion Planning, Customer Outreach
- **Training Methodologies:** Hands-On Training, Peer Coaching, Safety Workshops

SKILLS

- Customer Service
- Inventory Management
- Forklift Operation
- Stock Organization
- Safety Compliance
- Team Collaboration
- Effective Communication
- Time Management
- Attention to Detail
- Problem Solving
- Organizational Skills
- Fast-Paced Work
- Adaptability
- Merchandise Handling
- Event Setup

PROFESSIONAL AFFILIATIONS

- Member of Local Retail Alliance fostering connections between businesses.
- Volunteer at Community Food Bank assisting in stock management and distribution efforts.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST