

David Johnston

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SUMMARY

Dedicated and proactive individual with hands-on experience in retail operations and customer service. Proven ability to maintain stock levels, manage product deliveries, and support sales teams to enhance customer satisfaction. Strong communication skills paired with a commitment to adhering to safety and visual standards. Gained executive confidence through a consistent focus on meeting customer demands. Successfully collaborated with teammates, developing strategies that engage customers effectively. Seeking to leverage these skills in a high-energy retail environment where contributions can lead to impactful results.

EXPERIENCE

Seasonal Stock Associate

June 2026 - Present

Active Sports Retailers

Phoenix, AZ

Oversaw the efficient processing of incoming merchandise shipments while fostering an organized stockroom environment. Collaborated closely with sales teams to ensure product availability meets customer demand. Played a crucial role in maintaining store presentation and cleanliness to foster a safe shopping atmosphere.

- Efficiently process incoming merchandise shipments, optimizing stockroom organization for quick access.
- Regularly replenish sales floor inventory, enhancing customer shopping experience through product availability.
- Manage markdowns and re-ticketing processes, ensuring compliance with pricing strategies and inventory accuracy.
- Maintain cleanliness and organization of stockroom and sales areas, supporting a safe shopping environment.
- Collaborate with sales teams to meet store goals and enhance customer engagement through effective stock management.
- Adhere to loss prevention policies, reporting any suspicious activities to management promptly.

Retail Management Simulation

September 2025 - May 2026

University Project

Remote

Developed a comprehensive retail management strategy focusing on supply chain efficiency while collaborating actively with peers. Presented findings to instructors and engaged in constructive feedback that refined strategic goals for the project.

- Utilized inventory management software to track product flow and predict stock needs based on sales trends.
- Conducted market research to identify customer preferences, leading to optimized product placement and promotion strategies.
- Presented findings to a panel of instructors, receiving commendation for clarity and thoroughness in analysis.
- Implemented safety protocols within simulation, prioritizing customer satisfaction and employee safety.
- Engaged in peer reviews, providing constructive feedback to improve team performance and overall project outcomes.

Customer Behavior Analysis

January 2025 - August 2025

Academic Research

Remote

Researched and analyzed customer buying patterns in sports retail, contributing valuable insights for store layout improvements. Collaborated effectively with team members to present findings at a university conference.

- Analyzed survey data using statistical software to produce actionable insights for improving store layout and product offerings.
- Gained practical experience in data collection and analysis while presenting recommendations for enhancing customer experience.
- Worked as part of a research team, coordinating efforts for report compilation and conference presentation.
- Maintained focus on ethical research practices, ensuring participant confidentiality throughout surveying processes.
- Developed communication skills essential for stakeholder engagement and conveying complex ideas in simple terms.

LEADERSHIP & AWARDS

- Dean's List Recipient for Academic Excellence in 2024
- Recognized for Outstanding Teamwork in 2025 Retail Case Competition

EDUCATION

Bachelor's Degree in Business Administration

2025

Arizona State University GPA: 3.8

Tempe, AZ

Coursework: Marketing Principles, Consumer Behavior, Supply Chain Management, Business Communications

CERTIFICATIONS

- Common Safety Certification 📅 2025
- Retail Operations Fundamentals 📅 2025

TECHNICAL SKILLS

- **Inventory Management Software:** SAP, Oracle NetSuite, Fishbowl
- **Statistical Analysis Tools:** SPSS, R, Excel
- **Data Visualization:** Tableau, Power BI, Google Data Studio
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Point of Sale Systems:** Square, Shopify POS, Lightspeed
- **Project Management Tools:** Trello, Asana, Monday.com
- **Customer Relationship Management:** HubSpot, Salesforce, Zoho CRM
- **Research Methods:** Surveys, Focus Groups, Interviews
- **Compliance Standards:** OSHA, ADA, GDPR
- **Visual Merchandising Tools:** Planogram Creator, Adobe Creative Suite, CorelDRAW

SKILLS

- | | | | |
|------------------------|-----------------------|------------------------|--------------------|
| • Inventory Management | • Retail Operations | • Market Research | • Time Management |
| • Customer Service | • Data Analysis | • Statistical Analysis | • Sales Techniques |
| • Communication | • Safety Protocols | • Problem Solving | • Digital Literacy |
| • Team Collaboration | • Presentation Skills | • Process Improvement | |

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST