

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

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|------------------------|-----------------------|------------------------|--------------------|
| • 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