



Yuan Gilbert

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SUMMARY

Focused and motivated retail professional with over a year of hands-on experience in stock management and customer engagement. Passion shines through for footwear and youth culture, providing exceptional assistance to customers and maintaining organized stockrooms effectively. Demonstrated success in enhancing the shopping experience, balancing shipment processing, inventory accuracy, and store operations. Excited about supporting team goals within the lively atmosphere of retail environments. Knowledgeable in collaboration with sales associates to meet customer needs promptly and ensure product availability on the sales floor.

EDUCATION

Bachelor's Degree in Business Administration
Imaginary University GPA: 3.6
Coursework: Marketing, Retail Management, Consumer Behavior, Financial Accounting

2027
Remote

TECHNICAL SKILLS

- **Inventory Software:** Fishbowl, TradeGecko, Sortly
- **Project Management Tools:** Trello, Asana, JIRA
- **Statistical Software:** SPSS, R, Tableau
- **Customer Relationship Tools:** ZenDesk, Salesforce, HubSpot
- **E-commerce Platforms:** Shopify, Magento, WooCommerce
- **Presentation Tools:** PowerPoint, Prezi, Google Slides
- **Data Analysis Tools:** Excel, Google Sheets, Python
- **Graphic Design Tools:** Canva, Adobe Illustrator, Photoshop
- **Warehouse Management Systems:** Oracle WMS, SAP WMS, Manhattan WMS
- **Visual Merchandising Techniques:** Fixture Arranging, Promotional Signage, Color Coordination

SKILLS

- | | | | |
|------------------------|------------------------|----------------------|------------------------|
| • Inventory Management | • Data Analysis | • Stock Organization | • Shipping Procedures |
| • Customer Service | • Visual Merchandising | • Sales Support | • Communication Skills |
| • Team Collaboration | • Flexible Scheduling | • Product Knowledge | • Cultural Awareness |
| • Time Management | • Safety Compliance | • Problem Solving | |

EXPERIENCE

Stockroom Assistant
University Project
Managed stockroom tasks for a university retail project, ensuring efficient operations and smooth inventory flow supporting sales activities.

- Organized and maintained stockroom operations for ease of access and high efficiency.
- Verified shipments for accuracy, facilitating rapid processing to boost sales initiatives.
- Worked collaboratively with teammates on merchandise displays, enhancing visual appeal and customer engagement.
- Upheld health and safety protocols by keeping the stockroom clean and well-organized.
- Assisted sales teams by responding promptly to product requests, improving overall customer satisfaction.
- Participated in sessions aimed at elevating product knowledge and refining service approaches.

January 2026 - Present
Remote

Retail Inventory Developer
Hackathon Project
Developed an innovative inventory management system during a code-intensive hackathon, prioritizing operational efficiency and user experience.

- Created a prototype focused on optimizing stockroom functions with seamless tracking of shipments.
- Gathered feedback through extensive user testing to improve interface functionality.
- Utilized Excel and industry software tools to simulate effective stock operations efficiently.
- Presented project results to peers and faculty, receiving praise for creativity and problem-solving skills.

September 2025 - December 2025
Remote

- Engaged mentors throughout development to tackle project challenges, promoting growth and learning.

Customer Experience Analyst

June 2025 - August 2025

Academic Research

Remote

Conducted a comprehensive analysis of customer service strategies across retail sectors, focusing particularly on enhancing footwear sales experiences.

- Analyzed extensive survey data, revealing insights that drive customer loyalty and satisfaction.
- Collaborated within a research team to compile findings into actionable reports for improved practices.
- Showcased results to academic advisors, highlighting key recommendations for best practices in customer interaction.
- Utilized statistical software for data visualization, translating complex trends into understandable graphics.
- Produced a guide of best practices based on analyzed outcomes tailored specifically for retail applications.

LEADERSHIP & AWARDS

- Dean's List (2025)
- Hackathon Winner, University Retail Challenge (2025)

CERTIFICATIONS

- Google Career Certificate in Retail Fundamentals 📅 2026
- Introduction to Marketing 📅 2026

PROFESSIONAL AFFILIATIONS

- Member, Retail Club, Imaginary University (2025 – Present)
- Volunteer, Community Food Bank (2025)

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST