

# ROBERT SMITH

## Stockroom Supervisor/Co-ordinator

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Reliable, punctual and dependable who possesses an excellent work ethic and more than 8 years in retail. Areas of expertise include inventory, stock, cash management and exceptional customer service.

### 2013 - 2020

#### STOCKROOM SUPERVISOR/CO-ORDINATOR - THE LIMITED

- Process boxes to stock shelves, maintain the stock room.
- Retrieve merchandise from stockroom for replenishing sales floor and customers requests.
- Prepared and marked merchandise for clearance. Some of the products processed were furniture, toys, and lamps among other products.
- Clean and maintain the organization of the stockroom.
- Floorset Prepared merchandise and mannequins for floorsets.
- Supervising a group of at least people to process retail products to be placed on the sales floor of the store.
- Responsible for handling customer queries when customers call the store for information.

### 2009 - 2013

#### STOCKROOM SUPERVISOR - ABC CORPORATION

- My main duties were to be available for the customer, fixing the sales floor, restocking using a PDA and processing shipments.
- As I became more familiar with the product, I took my own initiative to start restocking the floor with appropriate product throughout the day, and communicating with the coordinator if something needed to be replaced and making myself available where it was most needed.
- Was promoted to stockroom supervisor, in which it is my main focus to ensure the stockroom was well organized, clean and fully stocked to make sure product gets out to our customers, as it is the heart of the store.
- A vital role, as stock supervisor, is being extremely detailed oriented, understanding of RFID system, having a great sense of product knowledge both on the sales floor and stockroom, overseeing shipment and stock levels in order to allocate appropriate areas for product categories to maximize space for incoming product.
- Made sure there was sufficient coverage for each given shipment, in order to efficiently process it in a timely manner.
- Other responsibilities include receiving and sending weekly transfers, training associates, back stocking product whether it is returns, shipment or coordination.

- As the stock supervisor, it is important to keep an open line of communication with management and coordinators to ensure all product is being made available to the customer and requesting high volume best sellers..

## **EDUCATION**

High School Diploma - (Wilcox High School - Santa Clara, CA)

## **SKILLS**

Microsoft Office, Lean Manufacturing, Inventory Management.