# ETHAN KOWALSKI

## FLOOR LEAD


### CONTACT

ethan.kowalski@email.com

(503) 555-0188

Portland, OR

linkedin.com/in/ethankowalski


### SKILLS

- Visual Merchandising
- Planogram Compliance
- Cash Handling
- POS System
- Inventory Replenishment
- Loss Prevention
- Customer Service
- Communication Skills
- Attention to Detail

### EDUCATION

**High School Diploma**

06/2023

Grant High School

Portland, OR

General Studies


### SUMMARY

Floor lead with 3 years in big-box retail, promoted from sales associate after 20 months. Runs the sales floor for crews of up to 10 on a flexible schedule of days, nights and weekends, with strong communication skills, attention to detail on planogram resets and steady customer service at the register.


### EXPERIENCE

**Floor Lead** 04/2025 - Present

Harbor Point Home Goods Portland, OR

Sales floor lead for a 30,000 sq ft home goods store with 40 associates.

- Direct **6–10** associates per shift on floor recovery, replenishment and register coverage across 3 zones of the store.
- Complete planogram resets for 12 departments a month, scoring 97% planogram compliance on district walks.
- Process returns and price overrides on the POS system, keeping register lines under 4 minutes on weekend afternoons.
- Report shrink trends to the store manager; added loss prevention checks cut damaged-goods losses by 18%.

**Sales Associate** 08/2023 - 03/2025

Harbor Point Home Goods Portland, OR

Sales floor and register associate, 32 hours a week.

- Served 100+ customers a shift on the floor and at the register with accurate cash handling and product advice.
- Built 20 seasonal endcaps and table displays to visual merchandising guides, ready before each holiday floor set.
- Received weekly 900-carton truck deliveries, lifting up to 50 pounds, and moved all freight to the floor by 10 a.m.
- Signed up 85 customers for the store loyalty program in 2024, the second highest total among 25 associates.