

Aaliyah Brooks

Stock Associate

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SKILLS

- Shipment Processing
- Merchandise Replenishment
- Price Changes
- Floor Sets
- Inventory Counts
- Handheld Scanner
- Cash Handling
- Retail Experience
- Customer Service
- Time Management

EDUCATION

High School Diploma 06/2023
Myers Park High School
Charlotte, NC

CERTIFICATES

Retail Industry Fundamentals Credential
05/2024
NRF Foundation

Customer Service and Sales Credential
11/2024
NRF Foundation

SUMMARY

Stock associate with 1.5 years in a high-volume apparel store and 1.5 years of retail sales before that, handling up to 3,000 units on shipment days. Covers shipment processing, merchandise replenishment, price changes and floor sets, keeps the stockroom in order by size and style, and gives shoppers quick, friendly customer service.

EXPERIENCE

Stock Associate 03/2025 - Present
Queen City Outfitters Charlotte, NC
Two-level apparel and footwear store in a regional mall with 4 shipment days a week and 25 associates.

- Process **2,000-3,000** units per shipment day, checking cartons against packing lists with a handheld scanner.
- Run merchandise replenishment from the stockroom every 2 hours, keeping size runs full on 300+ fixtures and tables.
- Complete weekly price changes and markdowns on about 600 items with 99% scan accuracy at the register.
- Organize the stockroom by department, size and style, so staff find any requested item in under 3 minutes.

Sales Associate (Part-Time) 08/2023 - 02/2025
SouthPark Shoe Co. Charlotte, NC
Family-owned shoe store with about 4,000 pairs in stock and a busy weekend trade.

- Fitted and sold shoes to 30-40 shoppers a shift with friendly customer service, averaging \$1,900 per weekend day.
- Counted 4,000 pairs in quarterly inventory counts with a handheld scanner, finishing each count with under 1% variance.
- Built 2 seasonal floor sets a year with the store manager, moving 25 wall displays and 8 tables overnight.
- Processed about 15 returns and exchanges a week at the register, handling cash and card transactions with a balanced drawer.