Aaliyah Brooks

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SKILLS

- Cash Handling
- Point of Sale System
- Customer Service
- Product Knowledge
- Planograms
- Inventory Counts
- Excel
- Opening and Closing Procedures
- Attention to Detail
- Problem-Solving

EDUCATION

High School Diploma

06/2022

Patterson High School

Baltimore, MD

SUMMARY

Store Supervisor with 18 months leading shifts at a beauty supply store in Baltimore, after 2 years as a sales associate. Handles cash handling, point of sale system issues, truck days and planograms, and keeps the floor covered for 400+ shoppers on Saturdays. Brings product knowledge, attention to detail and steady problem-solving to each shift.

EXPERIENCE

Store Supervisor 04/2025 - Present

Harbor Beauty Supply Baltimore, MD

Beauty and hair care store with $1.8M in annual sales and 14 employees.

- Lead opening and closing shifts for up to **5** associates, covering registers, cash handling and the safe.
- Resolve point of sale system errors and price disputes, cutting voided sales 30% since spring 2025.
- Process weekly deliveries of 80+ cartons and set new planograms for 2 hair care aisles each month.
- Train 4 new associates on product knowledge for wigs, braiding hair and skin care lines in their first month.

Sales Associate 03/2023 - 03/2025

Charm City Variety Baltimore, MD

Discount variety store in East Baltimore.

- Delivered customer service to 200+ shoppers a shift at the register, in the aisles and at the hair color counter.
- Balanced cash drawers and counted down the register at every close with zero shortages across 2 years.
- Completed monthly inventory counts in Excel for 3 departments and flagged low stock to the manager.
- Maintained clean, organized aisles and endcaps that passed 8 of 8 district walk-throughs in 2024.