

Titus Hudson

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SUMMARY

Customer focused retail professional with three years of experience supporting sales floors, inventory flow, merchandise organization, and daily store operations in busy environments. Provides practical product guidance, answers shopper questions, and keeps **customer ready** areas organized. Handles receiving, sorting, replenishment, stock movement, **product placement**, recovery, and returns with steady attention to **store procedures**. Shifts comfortably between **customer service** and inventory priorities as traffic, deliveries, and department needs change. Works independently on assigned tasks while coordinating clearly with sales and receiving teammates. Learns new processes quickly and helps maintain accessible merchandise, orderly stock areas, and dependable service throughout each shift. Ready to contribute adaptable retail execution and thoughtful customer support in a store environment.

EXPERIENCE

Retail Sales Associate

October 2024 - Present

Brightway Outlet

Round Rock, TX

Supports daily **sales floor** operations across apparel and home departments, combining customer assistance, merchandise readiness, replenishment, recovery, and closing execution in a high traffic store.

- Guided shoppers through apparel and home departments, keeping **product questions** answered and selling areas orderly.
- Checked floor availability and stockroom locations, helping customers find sizes, products, and practical alternatives.
- Replenished fast moving merchandise from back **stock**, keeping displays accessible during peak shopping periods.
- Shifted between customer assistance, recovery, go backs, and **organization** as store priorities changed during busy periods.
- Prepared newly available merchandise for assigned departments, preserving clear pathways for customers and coworkers.
- Restored departments during closing routines, returning misplaced products and preparing areas for the next business day.

Inventory and Sales Support Associate

October 2023 - September 2024

Oak Street Value Market

Georgetown, TX

Supported receiving, **stock organization**, replenishment, customer assistance, and floor recovery while coordinating changing delivery and shopping priorities with sales teammates.

- Processed incoming cartons and sorted merchandise by department, creating orderly movement from receiving to stock.
- Organized back stock locations so teammates could locate replenishment merchandise during busy seasonal periods.
- Moved products from **receiving** and stock areas to departments, following handling and placement procedures.
- Answered shopper questions during **inventory assignments**, locating merchandise and directing customers toward suitable alternatives.
- Completed **floor recovery** and product returns between inventory tasks, keeping merchandise areas **customer ready**.
- Coordinated priorities with sales and receiving teammates as deliveries, replenishment needs, and customer volume changed.

PROJECTS

Seasonal Merchandise Readiness 📅 2024

Busy seasonal periods required quick decisions. Organized receiving flow, replenishment priorities, and customer ready displays while supporting shoppers and teammates during changing store demands.

Customer Assistance Workflow 📅 2023

Routine product questions often revealed placement gaps. Combined floor checks, stockroom searches, and clear directions so shoppers could find merchandise with less delay.

LEADERSHIP & AWARDS

- Recognized by store leadership for dependable customer service during high traffic sales periods.
- Trusted by teammates for organized stock areas and practical support during changing daily priorities.
- Commended for learning store procedures quickly and completing assigned work with steady follow through.

EDUCATION

High School Diploma

2023

Round Rock High School GPA: 4.0

Round Rock, TX

Coursework: Customer service, business operations, communication, organization

CERTIFICATIONS

- Retail Customer Service Foundations 📅 2024

- Customer Service Skills Certificate 📅 2024

TECHNICAL SKILLS

- **Customer Service:** Product questions, Shopper assistance, Service standards
- **Retail Operations:** Sales floor, Store procedures, Daily operations
- **Inventory Handling:** Receiving, Sorting, Carton processing
- **Merchandise Flow:** Stock movement, Replenishment, Go backs
- **Stock Organization:** Back stock, Department placement, Product access
- **Sales Floor Execution:** Floor recovery, Display upkeep, Clear pathways
- **Product Support:** Product guidance, Size assistance, Alternate items
- **Team Coordination:** Sales teamwork, Receiving teamwork, Priority coordination
- **Store Process Training:** Process learning, Assigned duties, Timely completion
- **Retail Communication:** Customer communication, Teammate communication, Routine questions

SKILLS

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|-----------------------------|----------------------|--------------------------|-----------------------|
| • Customer service | • Stock organization | • Customer communication | • Product questions |
| • Retail sales | • Product placement | • Teamwork | • Sales floor support |
| • Inventory processing | • Floor recovery | • Priority management | • Adaptability |
| • Merchandise replenishment | • Receiving support | • Store procedures | |

PROFESSIONAL AFFILIATIONS

- Retail Customer Service Foundations learner, Coursera, 2024.
- Round Rock retail community participant supporting customer focused store operations.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST