

MARCUS REED

RETAIL SHIFT SUPERVISOR

📍 Chicago, IL

EDUCATION

High School Diploma

Lakeview High
School

SUMMARY

Retail shift supervisor with experience on the sales floor, at the register, and in the stockroom. Leads six to eight sales and stockroom colleagues on typical shifts at a homewares shop. Opens and closes the store, arranges break coverage, trains new staff, and handles customer concerns. Brings practical knowledge of deliveries, product locations, stock counts, and clear handovers between shifts.

SKILLS

Retail Operations	Shift Supervision	Opening & Closing
Staff Training	Customer Service	Complaint Resolution
Returns Processing	Delivery Verification	Stock Replenishment
Sales Floor Upkeep	Shift Handover	Break Coverage

HIGHLIGHTS

Closing checklist: Created a one-page checklist after new hires were shown closing tasks in different orders. Tested it with two new colleagues, changed the sequence after their feedback, and made it part of training beside the closing log.

Seasonal product locations: Kept a simple location list at the register when seasonal ranges moved to different aisles. Colleagues could answer customers' questions without leaving the queue to search the shop.

WORK EXPERIENCE

Shift Supervisor

Northside Home Store · Chicago, IL · 5/2021 - Present

Supervise six to eight sales and stockroom staff on a typical shift in a homewares shop. Spend most of the shift on the floor, coordinating customer service, section assignments, and opening or closing tasks.

- Open and close the shop, assign floor sections, and arrange cover for staff breaks so colleagues know where they are working and who can help.
- Train new colleagues on the register, the returns process, and closing tasks, using a shared checklist to explain the work in a consistent order.
- Use the closing checklist to cover registers, returns, stockroom checks, and locking up, and leave a clear handover for the colleague responsible for closing.

- Handle customer complaints and difficult returns on the shop floor, checking refunds that need supervisor approval while keeping the customer queue moving.
- Review delivery paperwork with the stockroom team and flag missing or damaged items so discrepancies are visible when deliveries are checked.

Sales Associate

Northside Home Store · Chicago, IL · 8/2018 - 4/2021

Helped customers on the sales floor and worked on registers and stock replenishment. Supported seasonal range changes by keeping displays, shelf labels, and product-location information current.

- Answered product questions, helped customers find the items they needed, and suggested alternatives when a requested product was out of stock.
- Operated the register and processed routine returns, while also helping replenish shelves and keeping products available on the sales floor.
- Helped change shelf labels and product displays for seasonal ranges when items moved to new positions in the shop.
- Maintained a simple product-location list at the register until colleagues were familiar with the new seasonal layout and could direct customers to the right aisle.

Stockroom Associate

Lakeview Outdoor Supply · Chicago, IL · 6/2016 - 7/2018

Received deliveries, organized the stockroom, and brought stock to the shop floor. Helped with customer collection orders and monthly stock counts.

- Compared deliveries with packing lists and reported discrepancies, checking incoming items before putting them into their assigned stockroom locations.
- Checked product codes on small items from mixed deliveries before shelving them, and marked unclear cartons for the supervisor instead of guessing the correct bin.
- Kept stockroom aisles clear, stored products in assigned locations, and brought stock to the sales floor for replenishment.
- Picked customer collection orders and helped with monthly stock counts as part of the stockroom team's regular work.
- Separated damaged packaging from saleable stock and left the item code, delivery reference, and condition notes for the supervisor to review with the supplier.