

# Elijah Abdul-Malik

## **I'm Best Known As A Valiant Hard Worker**

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Authorized to work in the US for any employer

## Work Experience

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### **Warehouse Selector**

ADUSA Distribution - South Portland, ME

February 2021 to December 2022

- Warehouse selecting, involving using a machine powered pallet jack, to pick individual items from the Hannaford distribution warehouse known as ADUSA Distribution LLC.
- Working vigorously to load heavy or light products onto multiple plastic or wooden pallets within a certain defined time limit correlating to a percentage based score.
- Loading docks, used to load the pallet jack operators pallets, into the Hannaford store truck.
- Printing slips to place on the finished pallets directed towards connections of the loading docks.
- Stacking multiple different products in various ways in order to correctly fit in placement with the required size of the pallet to equal hundreds of pounds of product.

### **Valet/Security**

The Portland Regency Hotel - South Portland, ME

June 2020 to February 2021

1. Quickly attended to customers needs by assisting them with whatever bags of luggage they had brought with them for their stay.
2. Acquired the customers car keys in exchange for one of our valet identification cards, for security purposes, and in case there was two of the same vehicles present in our hotel parking lot.
3. Directed customers to their check in destination or to a member of management if they had any specific questions or concerns or accommodations.
4. Accompanying customers with a shuttle ride to any of their desired locations, such as shops, bars, restaurants, venues or even rides to the airport when it was needed.
5. Performing surveillance across the hotel property, using interior & exterior cameras, to ensure the safety of each the hotel guests. If any altercations were spotted they were to be reported by either the staff members or hotel guests. It was then our responsibility to investigate the area & try to deescalate the situation in the safest way possible.

### **Sales Associate**

T.j. Maxx - South Portland, ME

September 2018 to May 2020

- Implemented up-selling strategies, encompassing recommendation of accessories and complementary purchases.
- Analyzed and properly processed product returns, assisting customers with finding alternative merchandise to meet needs.

- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Trained and developed new sales team associates in products, selling techniques and company procedures.
- Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.
- Liaised with customers and recommended specific products and specials, aligning with individual needs, requirements and specifications.
- Maintained customer satisfaction while handling product returns quickly and professionally.
- Educated customers on promotions to enhance sales.
- Prepared merchandise for sales floor by pricing or tagging.
- Processed product returns and assisted customers with other selections.
- Delivered high level of assistance by locating products and checking store system for merchandise at other sites.

### **Cashier/Drive-Thru Operator**

McDonald's - South Portland, ME

September 2017 to May 2018

- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Reviewed and resolved differences between accounting information and cash drawer.
- Assisted customers by answering questions and fulfilling requests.
- Checked completed orders for accuracy and bagged meals for easy carrying.
- Arranged food items on serving trays and placed in take-out packaging to produce orders for customers.
- Assisted customers in choosing menu items by providing food complementing information.

## Education

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### **High school diploma**

South Portland High School - South Portland, ME

September 2017 to June 2020

## Skills

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- Communication Skills
- Cashiering
- English
- Merchandising
- Retail Sales
- Sales

- Writing Skills
- POS
- Warehouse experience
- Pallet jack
- Materials handling
- Heavy lifting
- Order picking
- Shipping & receiving
- Packaging

## Certifications and Licenses

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### **Electric Pallet Jack**

March 2021 to Present

Licensed/trained to operate machine powered (and non-machine powered) pallet jack single/double, center-rides, power-hands, coasters, and pulley's.