

ELIE YOUNAN

(224)730-8665 | elieyounan2@gmail.com | <https://elieyounan.github.io/PersonalSite/>

Results-driven Costco Merchandise Supervisor with a strong interest in technology and IT that have lead me to enroll in foundational college coursework in Computer Science. In my free time, I actively pursue skills that complement my formal education. I have been working for Costco on the Operational side for 6 years and am eager to explore new job opportunities and acquire skills I have yet to consider. I am an open minded, motivated individual who is willing to put in the work to learn from superiors.

EXPERIENCE

August 2024 – Present

Merchandise Supervisor Produce | Costco | Coralville, IA

Monitored inventory levels using IIL, IATOP, COMP and other options to ensure adequate weekly supply for sales, proactively communicating with ICSs and buyers to address any shortages or overages that could impact DnD (Damage and Destroy).

Monitored daily sales and ensured code dates met standards. Coordinated with employees to run demos on low-turnover items and effectively communicated with buying team regarding potential EPCs/EVCs to drive sales and manage overall inventory more efficiently.

Inspected product quality to ensure it met company standards, addressing any concerns by submitting quality assurance forms for credit and follow-up. Communicated effectively with Warehouse auditors and RTV regarding discrepancies.

Ensured the team adhered to proper product rotation based on date codes and kept them informed through printed weekly updates on fresh foods, highlighting potential supply impacts, quality concerns, new or deleted items.

Adhered to daily and monthly SOPs to maintain cleanliness to company standards and ensured that signs were up-to-date and accurate. Ensured DnD and waste were properly handled by donating edible produce that met the partnered party's standards and effectively composting or donating inedible produce to farms to minimize waste.

June 2024 – August 2024

Front-End Supervisor (Temporary) | Costco | Coralville, IA

Analyzed daily and weekly sales data using dashboard reports, making strategic payroll adjustments to align staffing with business needs, optimizing labor costs, and improving operational efficiency.

Monitored sales and door counts using options LSDT and LSDC, making timely adjustments and reassigning tasks as necessary to optimize operational efficiency.

Coordinated onboarding and continuous training for new and existing team members, fostering a positive and high-performing work environment.

Effectively provided support to auxiliary departments as needed, while maintaining seamless front-end operations with minimal disruption.

Conducted audits on merchandise returns to ensure accuracy, identifying items suitable for resale and coordinating with RTV clerks for further processing of non-saleable items.

Conducted periodic employee reviews and safety training, provided overrides and price adjustments, and effectively addressed member concerns and online pickup issues.

May 2023 – June 2024

Tire Department Supervisor | Costco | Coralville, IA

Coordinated with auditor, receiving and buying teams to resolve discrepancies, while actively monitoring inventory resulting in zero variance during store audit.

Extensive experience with multiple AS400 options : RHI, DASH, STA, TIRE, TAR, ETINQ, EOI, STOP, COMP, NSSDR, MBA9, NSQ, IATOP, SHC, IIL, IIC, WII, WWPO and more.

Processed returns using established RA procedures, ensuring effective communication with ICS, RTV, and RCV teams to streamline the process and maintain accuracy.

Received tire delivery trucks and keyed items into DASH, ensuring accuracy of all POs. Followed up with buyers to resolve any discrepancies.

Ensured employees followed Tire Industry Association (TIA) and Costco standards and were trained on specific AS400 options to help manage inventory. Provided them with tools and resources to facilitate the overall operation of the department effectively.

Ensured completion of safety training programs for staff, authored performance evaluations, provided personalized coaching and instruction to enhance team performance, and developed strategic staffing schedules to optimize operational efficiency.

Ensured team readiness for daily demands by maintaining optimal levels of tools, equipment, and replacement parts. Fostered a performance-oriented culture through regular assessment of employee work.

Fostered an environment with a strong focus on member service, treating each member with the same care and respect as if they were family. This dedication contributed to receiving multiple member service awards for both myself and my team.

Reduced workplace hazards and accidents through continuous monitoring and training initiatives. Successfully achieved work objectives by prioritizing tasks, organizing schedules, and coordinating assignments.

Responsively addressed inquiries from members, vendors, and staff, swiftly resolving issues to build enduring relationships.

Actively listened to member requests and specifications, offering informed suggestions to meet their needs effectively.

Adhered to corporate regulations, policies, and procedures to enhance safety, security, and trust in the organization and its employees.

Sept 2018 – May 2023

Tire Technician | Costco | Coralville, IA

Mounted and balanced tires on both personal and commercial vehicles.

Assisted members in making informed decisions by recommending appropriate repair treatments or tire replacements.

Completed maintenance according to manufacturer specifications.

Ensured workplace safety requirements were observed and performed repairs to meet company quality standards.

Maintained shop cleanliness and organization by restocking supplies and organizing tools to prioritize customer needs.

Developed and maintained strong member relationships, providing expert advice on tire selection and promoting additional services to enhance satisfaction and drive sales.

Addressed inquiries, resolved issues, and processed sales transactions accurately and efficiently. Assisted in other departments to help control Tire department payroll during low volumes.

EDUCATION

Oakton Community College (Skokie, IL)

Associate of Science

University of Iowa (Iowa City, IA)

Java Data Structure

Discrete Math

Python

SKILLS

- Completed coursework in Java Data Structures, Python, and Math.
- Pursued independent courses on platforms such as Udemy, focusing on HTML5, CSS, Bootstrap and other relevant topics.
- Applied Java to develop classes utilizing various data structures (ArrayLists, Maps, Dictionaries, Iterators) to manage flight records and manipulate query results effectively.
- Created "TinDog", a website that enhanced my skills in layout and design using Bootstrap and CSS. Course by Dr. Angela Yu on Udemy, covering HTML5, CSS, Bootstrap, JavaScript, jQuery, Node.js, Express.js, SQL, MongoDB, Mongoose, React.js, and more.
- Developed a Java GUI program that provides accurate price quotes for tires, streamlining operations at the shop.
- Participated in the JPMorgan Virtual Experience Program (2022) through InsideSherpa, completing tasks such as interfacing with stock price data feeds, using JPMorgan Chase frameworks and tools, and visually displaying data for traders (6 hours).
- Created and launched a personal website using HTML, CSS, and Bootstrap, highlighting my learning in web development.
- Proficient in Arabic reading and writing. Intermediate proficiency in French reading and writing. Conversational proficiency in Assyrian.