



# JOHN BERGSEN

Skilled retail manager with a strong background in customer service, having worked with industry giants Walmart and Amazon. Proven track record in inventory management, sales forecasting, and team leadership. Adept at implementing effective promotional strategies to drive store traffic and improve operational efficiency.

## CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 San Francisco, CA 12345

## KEY SKILLS

- Inventory management
- Customer service and satisfaction
- Sales forecasting and reporting
- Team leadership and motivation
- Promotional strategies
- Operational efficiency
- Business administration
- Strategic planning

## EDUCATION

Master of Business Administration  
(MBA)

HARVARD BUSINESS SCHOOL  
Boston, MA

Bachelor of Science (B.S.) in Business  
Administration

UNIVERSITY OF CALIFORNIA,  
BERKELEY | Berkeley, CA

## PROFESSIONAL EXPERIENCE

RETAIL MANAGER | WALMART, SAN FRANCISCO, CA

JUNE 2017 TO PRESENT

- Oversee a team of more than 50 employees, consistently achieving sales goals with a 15% increase per quarter
- Established new inventory management system that reduced stock discrepancies by 30% and improved store efficiency
- Developed and executed promotional strategies that increased store traffic by 20% and boosted overall sales
- Led initiatives to enhance service and improve team performance, contributing to higher customer satisfaction

ASSISTANT STORE MANAGER | AMAZON, SEATTLE, WA

JANUARY 2016 TO MAY 2017

- Co-managed daily store operations, resulting in a 10% annual sales increase
- Trained and motivated a team of 30 employees to improve customer service ratings by 25%
- Collaborated with the store manager to plan and implement sales promotions, increasing footfall and revenue

## CERTIFICATION

- Certified Retail Manager (CRM) | Retail Training Services
- Certified Professional in Supply Management (CPSM) | Institute for Supply Management
- Certified Professional in Retail (CPR) | National Retail Federation