

John Bergsen

Assistant Manager

An assistant store manager with over four years of experience specializing in team leadership, retail operations, product merchandising, and customer relations. A proven track record of improving sales performance through coaching and mentorship. Adept at identifying opportunities to enhance workflows and drive operational excellence.



EDUCATION

Bachelor of Business
Administration (B.B.A.) | New York
University, New York, NY
May 2020



KEY SKILLS

- Operations management
- P&L management
- Consultative selling
- Staff development
- Visual merchandising



PROFESSIONAL EXPERIENCE

Assistant Store Manager

Best Buy, New York, NY | March 2022 – Present

- Coordinate with the store manager to manage daily retail operations, including sales forecasting, inventory management, and promotional merchandising for a high-volume electronics store with \$6.2 million in P&L in two years
- Supervise a team of 17 sales associates, conduct performance evaluations, and coach on consultative selling techniques to improve quota attainment by 19%
- Provide support during the hiring process, review applications, conduct interviews, and manage the onboarding process, contributing to a 12% increase in employee retention

Sales Associate

Best Buy, New York, NY | June 2020 – March 2022

- Delivered personalized sales consultations for electronics and home appliances and exceeded annual sales quota by 130% in 2021
- Provided frontline support to customers, fielded inquiries regarding product warranties, payment plans, and discounts, and achieved a 92% customer satisfaction rating
- Coordinated with the merchandising team to create engaging product displays and improve shelf presentation, contributing to a 13% sales increase during promotions