

Jala Brinkhoff

Retail Manager

✉ jala.brinkhoff@gmail.com

☎ (122) 257-5465

📍 Seattle, WA

Education

Associate of Applied Science in Retail Management at Bellevue College

Feb 2019 - May 2023

Relevant Coursework: Principles of Retailing, Merchandising Management, Consumer Behavior, Retail Marketing, Inventory Control, Business Communication, and Financial Accounting.

Links

[linkedin.com/in/jalabrinkhoff](https://www.linkedin.com/in/jalabrinkhoff)

Skills

POS Systems

Inventory Control

CRM Software

Team Leadership

Conflict Resolution

Sales Analysis

Customer Service

Languages

English

Russian

Profile

Dynamic Retail Manager with 2 years of experience driving sales and enhancing customer satisfaction. Passionate about fostering team growth and eager to expand skills in fast-paced environments. Committed to innovative solutions and continuous learning for operational success.

Employment History

Assistant Retail Manager at Walmart, WA

Jun 2025 - Present

- Increased sales by 17% over six months by implementing a targeted product placement strategy and training team members on effective upselling techniques.
- Led a team of 12 associates to achieve a 95% customer satisfaction rating through personalized service initiatives and streamlined checkout processes.
- Developed and executed an inventory management system that reduced stock discrepancies by 28%, enhancing operational efficiency and minimizing losses.

Retail Supervisor at Amazon, WA

May 2023 - May 2025

- Spearheaded a team of 12 associates, boosting sales by 18% over six months through targeted training and development initiatives.
- Implemented an innovative inventory management system, reducing stock discrepancies by 22% and improving order accuracy.
- Cultivated a customer-focused culture, enhancing satisfaction scores by 15% via personalized shopping experiences and feedback loops.
- Pioneered cross-departmental collaboration projects that streamlined operations, cutting delivery times by nearly 20%.

Certificates

Certified Retail Management Professional (CRMP)

Jul 2023

Retail Business Analytics Certificate

Nov 2021

Memberships

National Retail Federation

Retail Industry Leaders Association