

John Bergsen

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A Salon Manager and Master Barber with 10+ years of experience specializing in cosmetology, hairstyling, people management, and strategic selling, A proven track record of building teams from the ground up and driving initiatives to enhance the client experience.

Education

Associate of Science (A,\$.)
Cosmetology
Boston College, Boston. MA
September 2009 - May 2011

Key Skills

- ◆ Team Management
- ◆ Hair Styling
- ◆ Client Relations
- ◆ Business Process Improvement
- ◆ Cosmetology

Certifications

- ◆ Licensed Hair Stylist, NIC, State of Massachusetts, 2011

Professional Experience

Salon Manager

Anthony's Hair Salon, Boston, MA | May 2016 - Present

- Manage daily business operations for a premiere barbershop and hair salon delivering hair cutting and cosmetic services to a broad range of clientele, including appointment scheduling, inventory management, and team building
- Lead a team of 18 barbers, hairstylists, and cosmetologists, oversee hiring processes, and ensure compliance with service standards, resulting in a 4.7 star Google rating
- Provide training to team members on brand quality standards, and modern men's hairstyles, including drop fades, loose undercuts, and short side long tops

Salon Manager

Kellerman Hair Salon, Boston, MA | May 2011 - May 2016

- Managed, built, and hired a team of 15 hairstylists, provided training on sales techniques and client relations best practices, performed scheduling based on projected volume, and provided coaching and mentorship to improve the delivery of services
- Identified opportunities to enhance the efficiency of business processes and drove the implementation of appointment scheduling software to reduce annual costs by \$10K