

**MELYNDA BRINK**

Cell: ( )

[melynda.henry0708@gmail.com](mailto:melynda.henry0708@gmail.com)

## **SKILLS SUMMARY:**

Highly experienced manager who has a passion for selling fine products, strong desire to exceed customer expectations, and knows how to inspire, lead, develop, and motivate the team. Always create an optimum shopping experience for clients to initiate sales, strong communication skills, coordinate the operational functions of the store, motivate sales professionals, ensure the financial budgets are met, provide leadership through example, meet or exceed store sales goals, prioritize and delegate to complete daily assignments, and ability to work effectively with my team to help drive sales.

## **CORE COMPETENCIES:**

- Foster a work environment that inspires enthusiasm, mutual trust, professionalism, and teamwork to achieve goals.
- Ability to train and develop employees to maximize their potential and performance as a team.
- Excellent verbal and written communication skills.
- Maintain Inventory through effective inventory management.
- Highly professional, organized and detail oriented.
- Conduct daily, weekly, monthly store meetings.

## **PROFESSIONAL EXPERIENCE:**

***Organization: Shari's: Store/Office Director*** (June 2022 – Current)

- A proactive leader with a hands on approach willing to step in whenever needed to ensure smooth daily operations
- Comfortable taking initiative, problem-solving, and supporting team members to maintain high standards of service
- Build and maintain long-lasting, strong relationships with all clients
- Ability to work effectively and efficiently with my team
- Excellent communication and interpersonal abilities
- Long standing relationships and communication with all designer vendors
- Extensive knowledge of fine jewelry and designer brands
- Excel at sales through effective client consultations
- Experience in hiring, onboarding, and developing talent
- Strong organizational skills, and the ability to multitask effectively
- A passion for the fashion industry and keeping up to date with trends

**Organization: Eric Michael's Fine Jewelry and The Jewelry Doctor: Store/Office Manager** (April 2017 – June 2022)

- Effectively lead, develop, and support the sales and operations of a store to meet and/or exceed sales plans and profitability targets.
- Working together as a teammate and mentor while setting expectations for unsurpassed customer service.
- Lead and champion team on executing consistent and superior sales and service delivery to increase and retain client relationships.
- Ensure the sales team is capturing meaningful client data for the purposes of connecting with the client, building relationships, and personalizing future client development opportunities.
- Execute proactive strategic outreach with the goal of positioning and realizing future sales opportunities and exceeding client expectations by delivering impeccable service.
- Motivate and inspire the sales team through training and leadership meetings on performance within management.
- Regularly encourage and communicate with the sales team through positive leadership and sales coaching.
- Leader by example to ensure optimal service provided.

**Organization: Provident Jewelry: Operations Manager** (July 2019 – April 2020  
**COVID-19 Layoff**)

- Highly organized Operations Manager to support inventory process.
- Working directly with owner and department directors.
- Focus on customer service at all levels.
- Proven track record of success in a fast-paced, dynamic work environment.
- Ability to handle challenging situations with an extreme sense of urgency.
- Incredible time management skills.
- Demonstrated ability to manage multiple competing priorities and to constantly reprioritize.
- Photography of product inventory, code piece information with full description. to upload on different platforms including Company's Website.
- Shipping and receiving.
- Oversee certain projects within Company guidelines.
- Responsible for facilitating an effective and positive partnership between all functions within the store.
- Ensure confidentiality of all appropriate communications and documents.

**Organization: *Littman Jewelers: Sales Manager*** (April 2011 - August 2016)

- Identifies staffing, recruiting, interviewing, hiring, and training needs of qualified candidates.
- Facilitates on-going training and development of current staff.
- Handles the tasks of developing a clientele by collecting client information on a profile card to send notification of sales, thank you notes, and updates of special events.
- Sets standards and models behavior for optimum client service, shrinkage control, expenses, and payroll.
- Responsible for scheduling and maintaining budgeted hours.
- Implements new product lines and creates strategies to introduce and promote them to clients.
- Inventory control, auditing daily and weekly inventory reports.
- Document accidents and conduct initial investigation to determine root cause in the interest of maintaining a safe work environment.
- Daily maintenance of shipment and merchandising to create aesthetic flow.
- Handles the tasks of checking in and replenishing new merchandise inside case lines as well as preparing merchandise transfers.
- Plans, executes, and communicates all sales promotions and new product information effectively and efficiently

**Organization: *DiBattista Designs: Sales Manager***  
(January 2007 - April 2011)

- Assisted with the selection and purchasing of stones from vendors and clients, finished pieces, estate and antique jewelry and watches, estimated cost of repairs or alteration for custom jewelry.
- Performed responsibilities of entering sales information on a daily and weekly basis.
- Extensive knowledge of different types of gold, platinum, gemstones, and sterling silver.
- Knowledge of repairing watch and fine jewelry merchandise.
- Handled responsibilities of cleaning, maintaining, and organizing the display cases to make it more appealing.
- Solely responsible for providing excellent client service.
- Supervised the sales floor accompanied by aspects of store operations.
- Analyzed available merchandise to enhance productivity.
- Developed and executed plans to capitalize on any opportunities.
- Conducts monthly safety meetings ensuring team member compliance in all safety initiatives.

**Organization: Coldwater Creek: Store Visual Manager**

(June 2003 – October 2006)

- Created the tone and personality of the store by being an advocate of training, customer service, product knowledge and education, encouraging safe work practices, and a demonstrated commitment to corporate guidelines.
- Utilized design skills to promote all products and services according to Company standards.
- Focus on designing displays, stands, and panels for exhibitions, conferences, and other events.
- Produced point-of-sale displays, create window and in-store displays of hardware and soft goods.
- Researched 25,000 square foot store to get an understanding of what is required for each weekly- monthly design ideas.
- Responsible for leading all team members in the efficient and profitable operations of the store, maintaining high store standards and conditions, and fostering a positive environment.
- Providing consistent fast, efficient, and friendly service ensuring a total quality experience to both team members and customers.

**EDUCATION:**

**GIA**, Carlsbad, CA (Awarded Scholarship)

*Jewelry Essentials, Colored Stone Essentials, and Diamond Essentials Certifications 2020*

**GIA**, Carlsbad, CA (Awarded Scholarship)

*Colored Stones 2021*

**GIA**, Carlsbad, CA (Awarded Scholarship)

*Pearls 2022*

**Rowan University**, Glassboro, NJ

*Professional Human Resources Certification 2014*

**Diamond Council of America**, Nashville, TN

*DCA Diamond and Gemstone Certified 2013*

**Stockton University** Pomona, New Jersey

*Bachelor's Degree: Psychology/Business 2002*

**Burlington County College** Pemberton, New Jersey

*Associate Degree: Early Childhood Education 2000*

**Seton School**, Front Royal, VA *High School Diploma 1998*

**PROFESSIONAL REFERENCES:**

***Jim Schofield (Littman Jewelers) Regional Manager:***

**Cell: ([REDACTED], Work: ([REDACTED])**

***Jose Cancio (Provident Jewelry) Master Jeweler: Cell: ([REDACTED])***

***Seth Berman (Provident Jewelry) Managing Partner: Cell: ([REDACTED])***