

Janice Walton

Service-minded and team-focused boutique facilitator with 5+ years of experience a luxury retail environment. Eager to support the House of Chanel with top-class organizational skills and providing the highest standards of service. In previous roles increased client-facing time by over 30%. Won Facilitator of the Year Award.

Personal Info

Phone
349-261-8950

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janice.walton@gmail.com

Skills

Luxury fashion merchandising	■■■■■
Conflict resolution	■■■■■
Client support	■■■■■
Communication	■■■■■
Teamwork	■■■■■
Organization	■■■■■
Problem-solving	■■■■■
Analytical skills	■■■■■
MS Office	■■■■■

Languages

Mandarin	■■■■■	Communicative
French	■■■■■	Communicative

Experience

2016 - present	Boutique Facilitator <i>Balenciaga Boutique, New York City, NY</i> <ul style="list-style-type: none">Delivered excellent customer service based on the company values, including welcoming and greeting all clients, analyzing their needs, and offering solutions.Supported the Operations Division in maintaining stock order and assisting in cycle count activity.Opened and closed cash registers and assisted with handling cash and deposits.Answered phone calls to ensure that all client issues are resolved promptly and professionally.Maintained the highest professional standards to deliver the ultimate Balenciaga experience to the client. Key achievements: <ul style="list-style-type: none">Increased client-facing time by 30% thanks to superior communication skills.Won a prestigious Facilitator of the Year Award presented by the company management to top-scorers in quarterly customer satisfaction surveys.
2011 - 2013	Alterations Specialist <i>Chloé Store, New York, NY</i> <ul style="list-style-type: none">Oversaw the completion of requested garment alterations within specified deadlines and to the highest degree of accuracy possible.Communicated the Alterations Room workflow and any arising issues to the management team and fashion advisors.Cooperated closely with sales associates to close sales and loyalize customers.Provide all clients with top-class service and professional advice.Contributed to fostering the company culture of open communication and cross-functional collaboration. Key achievement: <ul style="list-style-type: none">Sewed and altered garments that consistently conformed to the required specifications while meeting 99% of deadlines.

Education

2011	B.Sc., Apparel and Merchandising <i>Colorado State University, Fort Collins, CO</i>
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Interests

Costume design

Theatre