

# Janice Walton

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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.

## Experience

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

## Education

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

Luxury fashion merchandising	■■■■■
Conflict resolution	■■■■■
Client support	■■■■■
Communication	■■■■■
Teamwork	■■■■■
Organization	■■■■■
Problem-solving	■■■■■