

## • Personal Info

 349-261-8950

 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



# 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.

## • Experience

2016 -  
present

### Boutique Facilitator

Balenciaga Boutique, New York City, NY

- 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:

- 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.

### Alterations Specialist

Chloé Store, New York, NY

- 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:

- Sewed and altered garments that consistently conformed to the required specifications while meeting 99% of deadlines.

## • Education

2011

### B.Sc., Apparel and Merchandising

*Colorado State University, Fort Collins, CO*

## • Interests

Costume design

Theatre