

Jessica Wamboldt

Welwyn Garden City AL73RZ

jwamboldt@live.com

+4407534363613

Work Experience

Assistant Director of Operations

Campus Living Villages- Student Accommodation-Bedfordshire, United Kingdom
January 2024 to Present

- To assist the General Manager in the day-to-day running of the Village Front office function and to support the General Manager in the strategic direction of the Village. Analyze sales results and find innovative solutions to boost sales and drive KPI's
- Recruits, trains, supervises, and manages Village staff to achieve highest possible customer service attainable, ensuring compliance with all applicable policies and procedures. Coaches staff on performance improvement.
- Ensures compliance with all agreements, leases, and contracts pertaining to the Village.
- Recognizes and responds to all Village HR issues and collaborate with Head Office Human Resources to ensure legal compliance and consistent application of CLV policies and procedures.
- Manages legal matters at Village level, with support of Head Office legal counsel.
- Ensures that the facility is maintained to the highest possible standards.
- Attends to emergencies or problem situations in an efficient and effective manner to ensure the safety and well-being of all residents.
- Ensures that the Occupational Health and Safety procedures and policies are implemented at all levels throughout the residence.
- Identifies and pursues new development opportunities on the Village site and immediate surrounding area.
- Collaborates with VP or AVP Operations and Head Office Marketing Department as needed
- Develops and maintains a partnership with the University faculty and administrative staff on a strategic level. Seeks out opportunities to be involved in university operations by volunteering to serve on university committees and task forces.

- Provide guidance and leadership to students, directly and through the supervision of student residential staff.
- Implement and maintain an active student life program incorporating direction and structure provided by Campus Living Villages via its Residence Life Program and establishes a positive presence in the community to raise awareness of CLV.
- Conducts a high level of professional behaviour in accordance with the Code of Conduct

Store Manager

Fatface-Fatface - Canada/United Kingdom

January 2023 to January 2024

- Drives a service culture through experiences that are engaging, efficient and personalized; interpret customer feedback and team insights to positively improve their experience
- Leading, inspiring and demonstrating exceptional standards of behaviour to my team, while ensuring the integrity of the brand is always maintained
- Facilitates a thorough and thoughtful onboarding process for new hires and fosters an environment of continual development; provides timely and specific employee feedback to create a culture of action and accountability
- Drives succession in store by recruiting, hiring, and retaining a diverse and engaged team, while taking responsibility for my own development and professional growth
- Maximise store profit through proactive analysis of available commercial data, excellent understanding of KPI's and company strategy, use of local/industry knowledge and commercial creativity to maximise sales opportunities
- Stays current and follows through to ensure important company information reaches all levels of the team; facilitates the sharing of product knowledge, best sellers, department priorities, and brand messaging throughout the day with my team
- To ensure that the costs are managed efficiently, through long term planned scheduling, absence management and individual productivity
- Collaborate with key partners in Head Office to influence and maximise the stock package and other resources (where appropriate)
- To abide by and ensure correct policies & procedures are adhered to in a professional manner for my team and store including cash and stock, health and safety, office, security of premises and loss prevention
- To oversee and execute the FatFace visual proposition to company standards

including leading sale/new season launches and floor moves

Operations and Client Service Manager

Sephora-Canada

January 2020 to November 2023

- Operational Excellence. Lead the operations of the store. Ensure execution of all operations focused processes for the store and that all are completed per company standard, to drive all company KPI's
- Inventory Management. Manage the inventory of the store. This includes shipping, receiving, and returning merchandise, cycle counting and ensuring that all processes are completed within company guidelines and timeframes.
- Visual Merchandising. Manage the merchandising concepts and on-stage visuals are within company standard. Manage all in-house and/or third-party cleaning crews ensuring that they are adhering to agreed-upon standards by providing feedback, coaching and escalation as necessary.
- Supply Management. Manage the process of maintaining appropriate budget and quantity of supplies, testers and samples for the store.
- Performance Assessment & Development. Participate in the management of all performance management situations for the operations team. Ensure timely feedback for improvement is delivered and followed up on as necessary.
- Passionate about clients. Regularly act as the Manager on Duty within the store. Engage with Beauty Advisors and clients on the sales floor whenever possible.
- Develop budget strategies. Be seen as the expert by demonstrating a strong understanding of the stores sales performance and staffing and payroll as well as all other controllable expenses within the store.

Store Manager

La Vie En Rose/Bikini Village-Toronto, ON

February 2015 to January 2020

- Optimize the performance and profitability of my store
- Train my team members to master customer service-teach them the best sales techniques and make sure they're familiar with all product features
- Analyse sales results and find innovative solutions to boost sales and drive KPI's
- Schedule employees based on performance and in-store traffic
- Set sales goals, plan to achieve them and share them with your sales team.
- Mobilize my team and create a positive work environment that fosters the pursuit of excellence, while helping instil a sense of pride and belonging in being a part of the La Vie en Rose team Bringing the vision, mission and brand culture to life

on the job and share them with my team

- Always demonstrate leadership and act as an inspirational role model.
- Build a high-performance team-recruit, prepare and train the next generation of employees, and source the best candidates for the various roles
- Plan work schedules, share them with my team and manage absences/lateness
- Conduct performance evaluations for the entire store team
- Manage labour disputes and apply any necessary disciplinary actions in accordance with the law and company corporate policies and procedures
- Master my knowledge of all products and technical features
- With the help of my team, create an attractive and inviting store based on our planograms
- Keep my finger on the pulse of what our competitors are doing
- Help build a steady and loyal customer base by showcasing the brand image and building relationships
- Develop an effective action plan to improve inventory management results
- Plan incoming orders and make sure visual displays are set up efficiently•

Maintain the look and cleanliness of the store and back store

- Collaborate with mall administration.
- Analyse reports to optimize productivity and sales. Thorough understand of KPI's
- Manage all controllable expenses in my store efficiently
- Collaborate with head office on various projects and requests

Skills

- Assertive, self-motivated, goal-oriented, organized and efficient
- Positive team player, with ability to work independently
- Confident working in high stress atmospheres
- Able to adapt to a variety of environments
- Strong leadership and interpersonal skills

Certifications and Licenses

Indefinite Right To Work-Spousal Visa Smart serve certification Food handlers' certificate Fire Marshal Certification Health and Safety certification Mental health certification