

Alexandra Dritsas

An effective, quick-to-learn team-builder and effective communicator with strong analytical, managerial, and organizational skills.

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EXPERIENCE

Storefront, New York — Head of Customer Success

NOVEMBER 2016 - PRESENT

Report directly to CEO/Founder as one of the original members of the US team. Manage a high volume of leads, educate clients on our service and assist brands from inquiry to event. Maximize the expansion of US customer base and revenue. Translate client feedback into business processes serving as an advocate for customers. Communicate customer feedback across internal teams to help inform systems and product innovation resulting in higher retention. Continually help elevate platform and internal processes that allow for growth of our client base and overall revenue. Implement new ideas to increase customer satisfaction directly correlating with an increased NPS score in the US.

- Key contributor to conceptualizing automatic process leading to 20 + hours / week saved for client team due to the minimization of data entry for low revenue requests.
- Responsible for nearly 80% of US revenue for fiscal 2017.

Ralph Lauren, New York — Account Executive

APRIL 2016 - NOVEMBER 2016

Gathered and analyzed data and retail marketing strategies to aggressively grow distribution network and execute competitive advertisement campaigns. Directed and ensured full synchronization and compliance of business operations to facilitate improved productivity. Organized sales markets and analyzed data while supporting key accounts within four store departments.

- Pioneered a system to update data for our style selling reports in a more efficient manner resulting in faster insertion of data and easier analysis of sales.

Bloomingdale's, Los Angeles — Sales Manager of RTW

MAY 2011 - JANUARY 2016

[Promoted within to Five Positions]

Completed 12-18 month accelerated executive development program (EDP) ahead of schedule to be elevated to multiple management positions with increasing annual sales volume, departments and direct reports. Successfully managed \$10 million annual sales volume, over twenty store departments, nine department specialists, two executive trainees, and approximately 20-30 direct reports. Recruited three out of the five top-selling employees.

- Utilized strategic approaches in diverse areas and referral bonuses to resourcefully rebuild team within a timely month and a half.
- Increased seasonal revenue for Y.E.S. collection by 26% and annual revenue by 3% trending above region and company percentages.
- Chosen participant in Strategic Talent Education Program-- an accelerated development program for high potential executives.

AREAS OF EXPERTISE

Business Development

Revenue Growth

Client Acquisition & Retention

Excellent Interpersonal Skills

Fostering High Value Relationships

Team-building, Training, Mentorship and Networking

Strategic Planning & Analysis

Leadership & Development

Effective Networking

TECHNICAL SKILLS

Advanced MS Excel

Salesforce

Asana

HTML

PHILANTHROPY

Sojourner Shelter Lead

Bag Hunger Store Captain

Give Pink Get More Store Captain

United Way Store Captain

EDUCATION

**University of Iowa,
Iowa — Bachelor of Arts
in English**

SEPTEMBER 2007 - MAY 2011

Magna Cum Laude, Dean's
List, Presidential Award