karolina ivanauskaite

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Dedicated, ambitious operations / project professional seeking to build a career in project management in the IT industry, with experience of leading operational change projects at global luxury brands.

* **Delivers project** **objectives** using best practice PRINCE2, PMP, Six Sigma methodology; adept at IT configuration/ optimisation, including substantial CRM / ERP / SAP experience.
* **Improves operational performance**; a commercially astute, client-facing presenter with the strategic ability to analyse performance and make recommendations for change. Cuts costs and increases project efficiency.
* **Influences at all levels**; develops collaborative stakeholder relationships through adaptable communication.

education / training

**MSc, Luxury Goods & Services** International University of Monaco (IUM), 2011

**Bachelor of Business Administration & Management (BBA)**, Int. Business School, Vilnius University, Lithuania, 2011

*Awarded Erasmus scholarship to study abroad in Portugal and selected as mentor for foreign students.*

**PRINCE2 Project Management Programme**, 2017 | **Six Sigma** ongoing study, TBC 2018

**IT Skills:** SAP, MS PowerPoint, Word, Excel, Apple Keynote, Apple iWork, Pages, Numbers.

**Languages:** Fluent English and Lithuanian, basic French and Russian.

experience

jessica mccormack, Retail Operations Assistant oct 2016 – PRESENT

Provided efficient operational and administrative input at luxury brand as point of contact for all retail operations.

* **Defined and shared new process and accountability framework**; wrote operational logistics manual.
* **Boosted sales through operational efficiency**; oversaw tracking of sales, customers, orders and products in inventory and CRM systems. Streamlined customer database and built new stock management system that minimised loss.
* **Improved coordination** and reduced damage to products for events and PR photo-shoots; created tracking tool.
* **Enhanced marketing insight** through competitor research, including mystery shopping at similar brands.

cartier, Associate Jul 2016 – oct 2016

Closed HNW clients in relatively high volume luxury environment at Selfridges. Exceeded targets, including >£80K sale.

* **Brought precision to after-sales service** activities; increased customer review scores by >5%.
* **Improved visual merchandising**; organised new merchandise presentation, working closely with leadership.
* **Enhanced efficiency of inventory management**; created new system with easier access.

cartier HQ, Operations / CRM Coordinator JUN 2014 – JUN 2015

Transferred to HQ role including CRM management, administration and retail ops, working closely with Retail Director.

* **Boutique Optimisation Project Lead**: radically improved customer satisfaction. Reduced delays from repairs waiting time; generated analysis of staff and traffic, identified areas for improvement and created successful report.
* Transformed retail efficiency with recommendations for change, including recruitment of three new staff.
* **Instrumental to smooth launch** of one of the group’s most profitable locations at Heathrow; collaborated closely with Ops Director to complete project within three-month deadline, including all stock, systems and processes.
* **Generated analytical insight** into top-spending clients; designed SAP reports with sales figures and data comparisons.
* Streamlined customer database; updated, cleaned and clarified customer activity.
* Created welcome packs for top-spending clients, including European HQ visits and gift bags.
* **Delivered smooth logistics** for launches, events and pop-up stores; organised high-profile initiative in Harrods.
* **Provided IT problem resolution** or escalation for tech issues; improved PDQ / PoS equipment performance.
* **Saved 40% cost through analysis** of uniform budget; created approved proposal to restrict individual budget.
* **Boosted engagement**; wrote staff communications including newsletters; improved performance recognition.

CARTIER, Sales Associate FEB 2012 – MAY 2014

Ensured professional, welcoming customer service and built relationships with loyal HNW repeat clients in versatile sales and operations role; optimised inventory efficiency, enhanced visual merchandising and exceeded sales targets.