| 85 Lausanne Road, London, N8 0HL 07811042084 marta.vanonselen@outlook.com |
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| Marta Van Onselen |

**Profile**

Having worked in the fashion and luxury industry for the majority of my professional life, I take enormous pride in my role as an Operations/Back Office Manager. I have an excellent commercial approach to solving problems with an extensive knowledge of process optimisation strategies. Passionate about increasing quality and employee morale to all-time bests. Committed and passionate with exceptional communication skills I am comfortable working with people at all levels and I always strive to achieve exceptional results.

Management Science Graduate (Masters Degree) with an excellent result.

**Experience**

January 2017 – Present

Back Office Manager | Gucci, London

* Enabling strong communication lines between head office and store to drive sales, compliance and information requests
* Managing all daily activities with the operational and back of house areas of the store, including cash office, H&S policy and procedures, stock flow and loss prevention, scheduling and planning
* Identifying issues and opportunities based on stock management activities
* Running an efficient and cost effective warehouse and driver operation - in line with defined KPIs
* Recommending and implementing operational and organisational changes
* Assuring that the required training and planning is in place to maintain a robust warehouse and operations team
* Engaging the team in order to create a 'raising the bar' attitude and promote team effort through regular communication, 1:1s and performance reviews

March 2013 – September 2016

Operations Manager | Michael Kors, Bicester, London

* Assisting General Manager with the management and daily operations of the store with an annual turnover of £22 million and headcount of 60 staff
* Maintaining and achieving high operational standards through tight inventory control and ensuring high productivity of the team
* Delivering exceptional customer care
* Ensuring that every area of the store met sales targets consistently through regular analysis of the business and KPI’s
* Leading Team in LP audits and delivering staff training in all areas of appropriate register and system usage
* Improving physical security and dealing with store maintenance issues
* Appointed Regional Systems Ambassador for UK and Ireland, which involved regular training and implementing improvements and high standards across the region
* Involvement in store openings and relocations across Europe on a regular basis
* Involvement in trailing new systems and implementing them in stores

May 2012 – March 2013

Stock Manager | Versace Company Store, Bicester, London

* Improving inventory management functions by enhancing regular stock checks and mini inventories while reducing stock loss (below 0.01%)
* Monitoring and organising the flow of stock from the point of delivery to the sales floor in order to ensure complete accuracy around all areas of stock control
* Overseeing the daily workings of production activity and warehouse operations whilst handling business logistics
* Liaising with various departments to ensure customer queries and demands are met
* Managing budgets and costs effectively in respect of the planning/production process
* Ensuring that communication between departments is ongoing and utilised to maintain an environment of continuous improvement

May 2011 – March 2012

Acting Store Manager | Children Worldwide Fashion, Bicester, London

* Accountable for the Sales and Operational functions within the store with a turnover of £2 million per annum
* Training, developing and managing performance of the Team
* Reaching sales targets and increasing profits
* Assisting customers and responding to their complaints
* Banking, cash handling, payroll and schedules

June 2010 – April 2011

Stock Manager| Dolce & Gabbana, Bicester, London

* Ensuring quantities, tagging, deliveries of products, articles, and supplies in a timely manner across stores
* Preparing new items to be displayed in collaboration with the sales team
* Ensuring replenishment is done hourly and accurately
* Controlling and supervising transfers and all other operations in a timely manner
* Managing organisation of stock in accordance with Dolce & Gabbana directives and procedures (style, size and colour)
* Supervising the flow of goods between storage and the shop floor, preparing and controlling arrangement of articles
* Following daily placement of items for sale, in line with articles available in stock
* Planning and undertaking inventory operations
* Being a stakeholder in monitoring loss-prevention and unknown mark-downs
* Communicating on a daily basis with article rotation managers, and propose remedial measures where necessary

November 2008 – June 2010

Stockroom Supervisor | Calvin Klein, London

* Ensuring housekeeping standards are maintained to a high level to reflect the brand in the stockroom areas and all areas of the store
* Ensuring all procedures are followed to minimize stock loss
* Supporting the efficiency of replenishment to the sales floor
* Managing the process to support the delivery of product to the sales floor to support a seamless customer journey in line with the stores customer service journey
* Assisting in the planning and delivery of store event
* Contributing actively to the stores shrink plan by following operational best practices and seasonal shrink focus’s

**Education**

2005 Virtual Business Academy

Management by Objectives and Human Resources Management- with diploma

2003 – 2005 The University of Business and Commerce in Wroclaw (Masters Degree) Faculty: Marketing and Management Sciences

Specialization: Marketing and Business Communication

2000 – 2003 The University of Business and Commerce in Wroclaw (Degree) Faculty: Marketing and Management Sciences

Specialization: Business Management

1996 – 2000 Centre for Continuing Education in Jelenia Gora (Diploma)

Faculty: Economics and Business Organisation

**Skills**

Microsoft Office / MAC iOS

Lotus

Kerridge

Back Office

Pos2000

JDA

Epicor

Driving Licence

**References available upon request**