



Alvaro Wilkins

Senior Team Manager | Client Development | CRM | Results Driven

 London, UK

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Languages

English (Fluent)

Italian (Native)

Spanish (Native)

Portuguese (Fluent)

French (Work Proficiency)

About

- Ability to identify customers who need assistance
 - Able to assist customers in finding the product that they desire
 - Persuasive in ensuring sales
 - Able to accurately describe a products features and benefits to a customer
 - Experience of working in a commission based environment
 - Ensuring the constant high quality presentation of the store
 - Able to maintain high standards of display and visual merchandising
- Problem Solving

BRANDS WORKED WITH

FERRAGAMO

Hermès

Parfums Christian Dior

Sergio Rossi

Smythson of Bond Street

Shiseido

Kiehl's Since 1851

Lumberjack

Inditex

Experience



Senior Team Manager

Salvatore Ferragamo S.p.A. | Mar 2022 - Now

Skills: Store Management · Inventory Control · Retail Sales · Time Management · Performance Management · Driving Results · Client Relations · SAP Products · Clienteling · Team Management · Luxury customer Service · Private appointment · Customer Service · Product Knowledge · Employee Training · Organization Skills



Sales & Service Assistant

Hermès | Oct 2021 - Feb 2022

Senior Retail Makeup Artist Selfridges

Parfums Christian Dior | Jun 2019 - Sep 2021



Senior Sales Assistant/ Supervisor

Sergio Rossi | Jan 2019 - Jun 2019

- Build quality relationships with customers resulting in strong sales records.
- Assist Sales Associates as appropriate, provide support and mentoring.
- Providing exceptional standards of customer experience surpassing customer expectations at every opportunity by following Sergio Rossi Sales Ceremony.
- Demonstrating and reflecting the luxury brand image through customer service, attitude, personal grooming, dress code and behaviour.
- Contributing ideas and suggestions to the team in order to achieve improvements in all aspects of the boutique performance.
- Demonstrating a constant awareness and actively striving to achieve key performance indicators in order to increase boutique performance and reach individual and store targets.
- Have an excellent personal appearance, smart with a sense of individual style.
- Adaptability and flexibility, being comfortable with change and willing to adapt to the needs of the business.
- Time management, being punctual and reliable, able to perform multiple tasks within the required timeframe.
- Adherence to company policies, to have good sense of corporate responsibility and to act in accordance with company procedures at all times.

Senior Sales Assistant

Smythson of Bond Street | Jun 2018 - Jan 2019



● Senior Make Up Artist Dolce e Gabbana Flagship Store Rinascente Milan Italy

Shiseido | Jan 2017 - Jun 2018

- Sales activity and customer service
 - Well presented and great brand ambassador
 - Store Operation- drive sales
 - Development and ability to achieve the required objectives and KPI's such UPT and AVT with excellent results.

● Store Manager Flagship Store Kiehl's Milan Italy

Kiehl's Since 1851 | Nov 2015 - Dec 2016

- Management and coordination of the store in collaboration with the Retail Manager, ensuring the implementation of operating procedures and developing of the business.
 - Sales team supervision and staff planning support for optimal working hours coverage;
 - Inventory organisation, maintenance and stock inventory
 - Loyalty and assisted sales focusing on develop foreigners clients

● Deputy Store Manager Kiehl's – Milan Italy

Kiehl's Since 1851 | Mar 2014 - Oct 2015

Sales team supervision and staff planning support for optimal working hours coverage;
Collaboration in staff coaching and staff development ensuring the achievement of pre-set targets and required OBTs/KPI
Supervision of the point of sale in relation to merchandising, visual and warehouse management;
Sales activity and customer service, focused in after-sale.

● Skincare Representative Consultant

Kiehl's Since 1851 | May 2012 - Feb 2014

Inventory organisation and maintenance of the warehouse and the Corner;
Loyalty and assisted sales depending on the country of origin of the customers;
Development and ability to achieve the required objectives;
Sales and after-sales activities.



● Sale Assistant Lumberjack,s- Milan Italy

Lumberjack | Jun 2011 - Apr 2012

- Supporting the store team and manager to maximise revenue and achieve targets
 - Providing a friendly and helpful service to customers
 - Maintaining high standards of presentation
 - Demonstrating excellent product knowledge
 - Providing cover at times of sickness and holidays
 - Assisting all customers on the shop floor
 - Stock replenishment and presentation
 - Providing information too customers to help them select the best products
 - Take cash from customers and process transactions accurately and efficiently
 - Working as part of a team and assisting colleagues when necessary
 - Taking deliveries of stock



● Sale Assistant Zara Inditex – Milan Italy

Inditex | Dec 2009 - May 2011

- Participating in the daily running of the store
 - Ensuring that stock is correctly displayed to customers
 - In-depth knowledge of latest stock and newest lines
 - Ensuring that all customers are well assisted at all times
 - Ability to advise customers on other products to increase sales and revenue
 - Being able to sell a variety of products including womenswear, menswear, shoes and handbags.

Education & Training

- **Diploma di perito turistico**

Perito turistico,

2016 - 2017

- **La Truccheria Accademy**

Make up school,