



Karren Gill

Sales, Operations & E-commerce Administrator / Luxury Retail Manager

📍 London, UK

🟢 Karren is **Available to work**

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Work Preference

Location: Not looking to relocate

Pattern: Open to Full time or Part time work

Employment: Permanent Positions

Skills

Team Management (Advanced)

Organization Skills (Advanced)

Administration (Advanced)

Interpersonal Communication (Advanced)

Teamwork (Advanced)

Customer Service (Advanced)

Relationship Building (Advanced)

E-commerce (Advanced)

Operations Administration (Advanced)

Time Management (Advanced)

Office Administration (Advanced)

Customer Satisfaction (Advanced)

Inventory Management (Advanced)

Microsoft 365 (Advanced)

Microsoft Excel (Advanced)

Telephone Manner (Advanced)

About

A performance-oriented sales, operations and administrative leader offering an exceptional record of achievement over a 9-year career. Tenacious, self-motivated with a strategic autonomous, and analytical approach to solving problems, building relationships, and bringing in clients to accomplish sales goals.

BRANDS WORKED WITH

Castle Fine Art

Fossil Group (Watch Station)

LUMAS

ROKSANDA

Swissport

Experience



● Art Consultant (Part-Time Temporary Contract)

LUMAS | Oct 2022 - Jan 2023



● Sales Operations & E-Commerce Customer Service Administrator

ROKSANDA | Feb 2020 - Jun 2022

Created strategies to develop and expand existing client sales, which resulted in a 29% increase in annual sales.

- Built relationships with VIP and e-commerce clients to increase multi-channel revenue by 15%.
- Facilitated the smooth running of the boutique and e-commerce operations by verifying consistent compliance with brand operating procedures.
- Analysed financial data reports to track and set up improved reporting systems to maximize the effectiveness of the boutique and e-commerce operations.
- Managed invoicing and payment processing, implementing new technology systems to streamline boutique and e-commerce operations.
- Reported on boutique performance and trends to improve financial efficiency.
- Utilized cross-functional strategies between the boutique and e-commerce CRM to systematize top VIP, core, and prospective clients.
- Supported the marketing team ahead of email campaigns to cross-check information and update the CRM database.
- Uploaded products and managed inventory on Shopify to improve product availability data across the boutique and 3PL.
- Collaborated with the senior production teams to provide feedback and suggest new ideas to improve product design to boost sales by an additional 10% monthly.
- Liaised with the PR & marketing teams to style looks for celebrity award ceremonies.



● Art Gallery Manger

Castle Fine Art | Nov 2018 - Nov 2019

Motivated a team of 4 Art Consultants to consistently meet and exceed weekly/monthly sales goals.

- Oversaw hiring, and training to deliver weekly assignments to art consultants through motivational team meetings.
- Managed client relationships and expectations for artist exhibitions to increase sales by 15%.
- Optimized team performance by 10% through improving staff scheduling and payroll.
- Accurately controlling monthly operational budgets and maintaining daily transactional records to limit financial discrepancies.
- Improved gallery operations by analysing sales data and acquiring client feedback.
- Examined sales and marketing information to update the gallery's strategic commercial plans.
- Installed artwork and set up exhibitions utilizing strategic visual merchandising technique to effectively showcase artwork.

Languages

English (Native)

- Fostered a highly communicative, collaborative team culture on all visual art exhibition projects.
- Coordinated adequate delivery methods for artworks post-sale, liaising with clients to provide detailed shipping information and delivery updates.
- Used efficient CRM software to record detailed client information to facilitate building meaningful relationships.
- Produced photo and video content to promote the gallery on social media to raise brand awareness and expand audience reach.

● **Flagship Concession Manager**

Fossil Group (Watch Station) | Jun 2017 - Oct 2018

- Recruited, trained, and motivated a high-achieving team of 8 sales consultants to regularly increase monthly sales successes by 20%.
- Managed day-to-day operations and team logistics for a £500k turnover concession, consistently exceeding sales goals.
 - Delivering team meetings and appraisals to build team performance and morale.
 - Raised sales productivity by 15% through strategic scheduling.
 - Applied expertise in team leadership to address productivity and performance issues, motivating staff to achieve KPIs.
 - Increased customer sales conversation rates through strategic staff performance incentives.
 - Analysed sales data to identify top-performing product categories and implemented strategies to enhance product performance.
 - Created weekly sales reports enabling performance evaluation to aid continual growth.
 - Overseeing stock levels and effectively managing inventory and logistics to maximize sales potential.
 - Employed outstanding communication and conflict resolution abilities to efficiently resolve client complaints.

● **Flagship Assistant Concession Manager**

Fossil Group (Watch Station) | Dec 2016 - May 2017

● **Concession Manager**

Fossil Group (Watch Station) | Jul 2015 - Nov 2016



● **Airline Passenger Service Agent (Fixed-Term)**

Swissport | Mar 2015 - Sep 2015

- Verified passports and documentation to travel.
- Monitored security checks and maintained airline operational protocols.
 - Checked luggage and confirmed all carry-on items met federal guidelines.
 - Instructed passengers on safety and emergency procedures and answered all passenger inquiries.
 - Recorded accurate passenger information to eliminate ticketing errors.
 - Announced flight status updates and information about gate changes over the PA system.
 - Resolved passenger complaints, cancellations, and refunds with mutually beneficial solutions.
 - Identified add-on sales opportunities by analysing client needs, budgets, and preferences.
 - Processed travel deposits and balanced payments accurately, maintaining records of receipt.

● **Flagship Store Supervisor**

Fossil Group (Watch Station) | Jan 2014 - Dec 2014