



# 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

LUMAS

ROKSANDA

Castle Fine Art

Fossil Group (Watch Station)

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.

Leadership (Advanced)

## 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

