



# Nicole Fanz

Assistant Store manager

London, UK

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## Languages

English

## About

She has been into Fashion retails and operations since 2017 conducting managers roles in the high streets and boutique. From this experiences she gained an excellent level of: CRM, recruitment, scouting new talent, and develop the team. The main point of her carrer is her passion to engage with customer and connect with different culteres and offer service. She really believe in the potential of the human begins and with her empathic approach she will lead the team and brings up results expected from the company.

### BRANDS WORKED WITH

Chrome Hearts

Free People

Hermès

Lampoo

MANGO

## Experience



### Client host

Hermès | Oct 2023 - Now

Temporary role, Manage the customer's flow. Sign in using Hermes software



### KEY HOLDER

Chrome Hearts | Jan 2023 - Jun 2023

OBJECTIVE: The Keyholder is responsible for driving sales by curating client relationships, exceeding goals and leading by example. Through product knowledge and elevated operational capabilities, the Keyholder creates an exceptional and unique experience for both the internal and external client supporting our brand.

- Mantein strong relationship with clients using client book business
- Follow up clients data base and action with emails and call for potential buyers
- Responsabile for handle huge amount of cash, counting and cash ups and in charge for the end of date reports with updated KPIS, sales, and customer expetations.



### ASSISTANT STORE MANAGER

Lampoo | Jul 2023 - Aug 2023

Temp job

OBJECTIVE: Ensure for customers a unique, high- quality service, sharing Lampoo's mission and values with passion.

- Contribute to the achievement of selling and product sourcing objectives for the boutique
- E-commerce pick and pack and other back of house tasks
- Responsible for a smooth flow of luxury items from drop offs and store appointments. Select commercial luxury items for the boutique, understanding customer profile and buying behaviours.



### ASSISTANT STORE MANAGER

Free People | Feb 2022 - Jan 2023

OBJECTIVE: To create a unique, innovative and inspirational customer experience; encompassing the Free People lifestyle and brand image, while maintaining all store operations and goals, resulting in driving sales and ensuring a profitable store.

- Screening CVS using UKG pro, following stages for interview and finalize roles
- Managed and organizes store activity
- Weekly report on KPI'S and best seller



### FLOOR MANAGER

MANGO | Nov 2019 - Jan 2022

## Education & Training

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- 2018 ● **Fashion Retail Academy**  
Introduction Visual Merchandising,,
- 2013 - 2015 ● **UNIVERISTY OF BOLOGNA**  
Bachelor Degree in Fashion Cultures,,
- 2010 - 2011 ● **APAB Photography School**  
Diploma in Photography,,