


Laetitia Calven-tus

Management/coaching/business development

 London, UK

 Laetitia 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: Freelance Assignments, Hourly Consulting, Permanent Positions

Skills

Business Acumen (Advanced)

Leadership (Advanced)

Performance Improvement (Advanced)

Cost Savings Strategies (Advanced)

Coaching & Mentoring (Advanced)

Project Management

Change Management (Advanced)

Customer Satisfaction (Advanced)

Territory Management (Advanced)

Business Growth Strategies (Advanced)

Languages

French (Fluent)

English (Fluent)

Spanish (Fluent)

About

Growth-oriented and commercially astute Team Manager with comprehensive experience in retail sales, customer services, and general management. Proven record of success building and leading high-performance teams, exceeding targets, and cultivating environments focused upon customer service excellence, high productivity, cost effectiveness, and strong employee morale. Strong communication, interpersonal, and problem-solving skills with ability to build robust relationships with key stakeholder, clients, business partners, and colleagues, accomplishing challenging business goals.

BRANDS WORKED WITH

Dior

Experience



● UK Regional Retail Manager

Dior | Jan 2014 - Jan 2020

Reporting to the UK Managing Director, I led a team of 6 managers, retail stores and UK warehouse, with total population of 50. I was responsible for setting and achieving commercial budget; generating profitability and reducing costs. Engaging with partners BAA, Selfridges and Value Retail I identified and initiated further business opportunities; building robust working rapports.

Maximized development efforts by shaping effective strategic vision for regional business in compliance with set regulations, directly reporting to country MD.

Achieved ambitious outcomes as project manager of new boutiques; from detecting business opportunities, negotiating with business partners, participating in designing stores with architecture department, overseeing works to final project delivery and opening.

Attained bottom-line results by initiating effective staff retention strategies; lowest UK staff turnover results, and 0 vacancies when I left.

Recruited and developed loyal clientele by providing highest level of service and satisfaction.

Propelled overall brand success by taking part in public events as brand ambassador.



● Deputy Manager

Dior | Jan 2010 - Jan 2014

Based in London flagship store, I devoted appropriate attention to all responsibilities for commercial boutique performance, spearheaded store team and conformed deliverance of top-notch customer service in compliance with set standards. I streamlined functions related to recruiting, hiring, training, on boarding, performance appraisal and evaluation, and retention. I demonstrated high standards and attention to details towards quality-level maintenance of store required by CD in terms of merchandising.

Enhanced productivity and performance through effective training and coaching.

Built reliable relationships with key clients through effective communication and engagement.

Education & Training

1998 - 1998

● University North Carolina

Marketing summer school , Marketing Bachelor

1996 - 1999

● INSEEC U.

Master Finance & Marketing, Master of Business

1994 - 1996 ● Lycee Daudet Nimes

Prepa HEC, Prepa HEC