



Jolan Kozak

Fine Jewellery Specialist

London, UK

Jolan 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

Sales (Intermediate)

Customer Service Operations (Intermedi...

Project Management (Beginner)

jewellery (Intermediate)

Customer Satisfaction (Intermediate)

Client-focused (Intermediate)

Languages

German

Hungarian

English

About

An Antique and Jewellery Specialist with years of Jewellery experience and experience building relationships with high net-worth clientele at Maisons, including Cartier, Tiffany & Bvlgari. I have successfully managed three projects; Knowledge Connect, London Style and Jewellery Connections, all of which delivered the intended objectives and financial outcomes. I am constantly learning to develop myself and enhance my knowledge and skills. I am working towards my BA in History of Art with History degree.

BRANDS WORKED WITH

RPM Hatton Garden

Diamond Palace

Bucherer Westfield

Cartier Harrods and Bond Street

Fine Jewellery & Watches Sales

British (Holts) Academy of Jewellery

Fine Jewellery

Davril Jewels, Hatton Garden

Margareta Folk Art

Experience

● Trainee B2B Manager

RPM Hatton Garden | May 2022 - Oct 2022

A newly created position to run the Hatton Garden branch specialised in conducting business with jewellery businesses, overview, e-commerce, and social media.

•Achieved increased profit margins by successfully opening three new accounts to sell aged stock and recruiting a new partnership with a vintage horology specialist to evaluate items to current real-term value.



● Sales Consultant

Diamond Palace | May 2021 - Jun 2022

Bespoke bridal jewellery consultation and sales of fine jewellery.

Achieved 40% as a net profit by asking goal orientated questions, reviewing current stock, and using existing items with the combination of cost-effective production.

● Sales Executive

Bucherer Westfield | Jan 2018 - Jan 2019

At Bucherer as a Cartier Brand Specialist, my main responsibility was ensuring brand visibility, increasing turnover and meeting personal and brand KPI-s, representing Cartier watches alongside the following brands: Rolex, Omega, IWC, Jaeger - LeCoultre and Bucherer Fine Jewellery. Key achievements:

•Reviewed current stock fit for purpose, identified best sellers, and updated visual merchant displays, resulting in 50% profit increase and better communication with vendors.

•As a result of increased performance, the store could display new collections pre-lunch and take prebooking's and secure 1 boutique-only sales. English, German, Hungarian

● Customer Services

Cartier Harrods and Bond Street | Jan 2017 - Jan 2018

Highlight Achieved 270% upselling (from £120 to £32,000) by following clients' aftercare enquiry, applying personalised VIP client protocols, sending follow-up notes, keeping contact with clients and inviting clients to special events, which resulted in repeated sales.

● Contractual

Fine Jewellery & Watches Sales | Jan 2012 - Jan 2017

Provided superior customer service to customers and enthusiastically sold high-end jewellery lines: Bulgari, Kojis Antique Jewellery, Ashley

Clarke, Alex Monroe, and Signed Antique jewellery.

- Ensured accurate presentation, organisation, storing and replenishment of stock.

- Gave customers outstanding support by understanding their needs, recommending the right products, and services and resolving customer issues as they arose.

- Executed daily/weekly/monthly sales goals.

- **Project Manager**

British (Holts) Academy of Jewellery | Aug 2010 - Mar 2012

Project managed three jewellery collaboration projects (Knowledge Connect, London Style, Jewellery Connections) founded by London Development Agency for 102 participating entities. Hatton Garden Festival Communication lead with businesses, part of the London Jewellery Week 2011.

- Designed, implemented, and maintained a database and stock ordering system for the Level 2 and 3 Jewellery Manufacturing Apprenticeship.

- Assisted in planning, organising and delivering the extension of the academy with the establishment of new premises.

- **Contractual Jewellery Professional**

Fine Jewellery | Oct 2008 - Aug 2010

Provided superior customer service to customers and sales of high-end jewellery lines: Tiffany & Co, Bulgari, Kojis Liberty, Highlight

- As a contracted Fine Jewellery Production Manager at Sweet Pea Jewellery, delivered a Seasonal Collection of 1500 fine jewellery pieces.

- **Assistant Manager**

Davril Jewels, Hatton Garden | Jan 2004 - Jan 2007

Identifying the market trend and creating a new Christmas collection achieved a 400% profit margin and increased revenues by 45%. With production coordination, I reduced manufacturing costs by 25%, reduced delivery time from 8 to 4 weeks and improved customer satisfaction with communication and better quality control.

- **Boutique Manager**

Margareta Folk Art | Aug 1996 - Sep 2000

A specialist boutique in 19th and 20th-century decorative art, Herendi porcelain, Ajka, Bohemian, Murano hand etched and engraved crystals and tableware, amber, silver and 18K gold jewellery, antique silverware, iconostases, embroidery and antique textile. Manager events, seasonal offerings, staff, and sales.