



Anna Hencel

Store Director at Harrods

📍 Ebbfleet Valley, UK

✅ Anna's availability **should be discussed**

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Links

[LinkedIn](#)

Work Preference

Location: Open to relocate

Pattern: Open to Full-time work

Employment: Permanent Positions

Skills

Manager of Managers (Advanced)

Department Stores (Advanced)

Store Opening (Intermediate)

Leadership Accountability (Advanced)

Clientele Development (Advanced)

Operational Optimization (Intermediate)

Recruiting (Advanced)

Staff Mentoring (Advanced)

Staff Development (Advanced)

Marketing Campaigns (Intermediate)

KPI Dashboards (Advanced)

Visual Merchandising (Intermediate)

Outlets (Intermediate)

Building Clientele (Advanced)

Creative Merchandising (Intermediate)

About

Experienced and driven Store Director with over 15 years experience in Management, specifically overlooking 5 locations in Harrods. Dedicated and passionate about luxury experience, staff development and implementing strategies that leads teams to success.

BRANDS WORKED WITH

Valentino

BALENCIAGA

Dolce & Gabbana S.R.L.

H&M

Louis Vuitton

Versace

Experience



● Store Director in Harrods

BALENCIAGA | Nov 2022 - Apr 2023

Store Director in charge of 5 store locations in Harrods



● Store Director

Dolce & Gabbana S.R.L. | May 2021 - Nov 2022

Overseeing 4 Harrods locations: ACCS/ WRTW/ MRTW and JUNIOR as Store Director as well as stock team, ensuring all teams are supported in achieving company targets whilst delivering memorable client experience.



● Store Manager

Dolce & Gabbana S.R.L. | Oct 2019 - Apr 2021



● Store Deputy Director

Dolce & Gabbana S.R.L. | Jul 2019 - Oct 2019



● Manager

Louis Vuitton | Oct 2017 - Oct 2019



● Store Manager

Versace | Jun 2017 - Sep 2017

Dual site store manager of Versace Westfield White City & Versace Collection.



● Store Manager

Versace | Aug 2016 - Jun 2017

Store manager in biggest turnover Boutique in Europe in Bicester Village.



● Store manager

Versace | Dec 2014 - Jul 2016

Store manager of Versace Collection in Westfield, Ready to wear orientated boutique.



● Store Manager

H&M | Oct 2013 - Oct 2014

Store manager in 5 different stores across 8 years in the company , Opened 2 stores: Hammersmith full concept store and Wandsworth Kids store and also managed Kingston, Brent Cross and Croydon stores. Love the pace, the complexity of the role and responsibility of being a store manager. Enjoy retail throughout and I always stay focus and dedicated to achieve my goals.

Action Plan Development (Advanced)

Team Coaching (Advanced)

Customer Relationship Management...

Merchandising Strategies (Advanced)

Languages

English (Fluent)

Polish (Native)

French (Basic)



● Store Manager

H&M | Sep 2012 - Sep 2013



● Store Manager

H&M | Mar 2012 - Aug 2012



● Store Manager

H&M | Feb 2011 - Mar 2012



● Acting store manager

H&M | Apr 2010 - Jan 2011



● Floor Manager

H&M | Apr 2008 - Apr 2010



● Trainee floor manager

H&M | May 2007 - Mar 2008



● Client Advisor

H&M | Oct 2006 - Apr 2007

Education & Training

2023 - 2023

● LinkedIn learning course

Critical thinking and problem solving course , Business management

2023 - 2023

● LinkedIn learning course

Communication foundation course ,

2022 - 2022

● Private provider

Leadership course : 7 habits training , Business management