

Olga Bulanova

Retail Store Director

Dubai - United Arab Emirates

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Languages

- French (Fluent)
- Russian (Native)
- English (Fluent)
- Arabic (Basic)

About

BRANDS WORKED WITH

- Christian Dior Couture
- Louis Vuitton
- Louis Vuitton Burjuman
- Louis Vuitton Doha
- Rolex Dubai Mall
- Rolex Mall of Emirates

Experience

● Senior Store Manager

Rolex Mall of Emirates | Oct 2021 - Dec 2022

Main achievements: implementing Hospitality standards to high footfall environment, reaching "full compliance" audit results, taking 2nd ranking on commercial performance among UAE Rolex stores and achieving 150% of commercial target despite watches market drop.

● Store Manager

Rolex Dubai Mall | Nov 2017 - Oct 2021

Main achievements: opening new store of 850 sq m and training a large Team, putting in place clienteling strategy based on local and resident clients retention which led to successful COVID and post COVID period commercial performance, setting hospitality standards and training Hospitality Team, building and implementing "client experience" strategy (animation of lounge with exhibition and immersive space).

● Store Manager

Louis Vuitton Doha | Sep 2013 - Nov 2017

Main achievements: positioning the store as high end profile and reaching in top 5 worldwide in high end sales through variety of clienteling actions to build clients loyalty, Special Orders and High Jewelry events, development of strong product knowledge of the Team members to be promoted Experts.

● Store Manager

Louis Vuitton Burjuman | Sep 2011 - Sep 2013

Main achievements: Best customer experience European Award, highest local clients retention rate among Middle Eastern stores, implementation of high end concept and special orders, Emiratisation project. Mission: Management support for Vienna Global Store opening, Austria.



● Special Projects Manager

Louis Vuitton | Sep 2010 - Sep 2011

Missions: Management support of Louis Vuitton Mall of Emirates Store opening, Dubai, UAE; organization of High Jewelry Event "L'ame de voyage", High jewelry private presentations, LV Cup pop up Store management.

● Store Manager

Louis Vuitton Doha | Jan 2008 - Jan 2010

Main achievements: successful opening of the first Louis Vuitton Store in Qatar and creating a network of highly potential clients.

● Sales Manager

| Jan 2004 - Jan 2008

Missions: opening of the first Dior Boutique in Middle East, Burjuman Mall, Dubai, UAE; opening of Dior Mall of Emirates Boutique, Dubai, UAE; management support mission, Dior Marina Mall Boutique, Abu Dhabi, UAE; management support mission Dior Oberoi Boutique, New Delhi, India.

- **Assistant Store Director**

Christian Dior Couture | Jan 2002 - Jan 2004

- **Europe Zone RTW and Jewelry buyer assistant**

Christian Dior Couture | Jan 2001 - Jan 2002