



Magali Michaud

20 years within the Luxury sector (Retail), for different missions : talent acquisition, management, training & coaching, buying, store director, sales

📍 Toulouse, France

✅ Magali is **Available to work**

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Links

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Work Preference

Location: Not looking to relocate

Pattern: Open to Full-time work

Employment: Permanent Positions, Free-lance Assignments

Skills

Management (Advanced)

Sales (Advanced)

After Sales (Advanced)

Customer Experience (Advanced)

Luxury Goods (Advanced)

Inventory (Advanced)

Negotiation (Advanced)

Training (Advanced)

Coaching For Excellence (Advanced)

Recruitment (Advanced)

Coordination of Projects (Advanced)

Retail (Advanced)

Jewellery (Advanced)

About

After evolving in store management within the luxury sector during 18 years, I have specialized in HR, recruitment, training & coaching, communication, CSR, project coordination, and sales.

Today, I wish to bring my eye on the operational side, and help the collaborators grow within the company (recruitment, career path, training...).

BRANDS WORKED WITH

Boucheron

Cartier

CHANEL

Chaumet

ESSEC Business School

Free Lance

Gucci

Hermès

Messika

Robert Walters

Tiffany & Co.

Van Cleef & Arpels

Experience



● Store manager

Messika | Sep 2020 - Dec 2021

- Point of sale director : sales boosting (+18% vs annual objectives), process set-up, team recruitment,
- HR : recruitment, integration, evaluation, career path
- Team boosting : coaching and training, client event preparation
- Daily reporting & commercial analysis.
- Brand ambassador to business partners, ...
- Stock management (stock takes, assortment...).
- Visual Merchandising

● Free Lance - coaching & strategy

Free Lance | May 2019 - May 2020

- High jewelry sales coaching for VIP clients: coaching for exceptional pieces presentations, high jewelry sales support, ...
- Work on the commercial development of a jewelry brand (strategic plan over several years).



● Store director

Boucheron | Mar 2017 - Sep 2018

- Management of 2 points of sale 4 months : sales, stock, sales assistants
- HR : recruitment, training program, career path, evaluation
- Annual target exceeded by +16%.
- Customer experience strategy & development of sales potential strategy
- Support for the strategy of the store re-opening
- Team performance improvement (mystery visits, coaching...),
- Stock control (assortment definition) & visual merchandising



● Deputy manager

Hermès | Jun 2013 - Mar 2017

- Management of 24 persons (sales people, stock control, after-sales, administration assistant)
- HR: recruitment, integration, evaluation, career path, evaluation, ...
- Sales strategy management (sales, KPI, ...)
- Annual target exceeded : 25 millions € (VAT exc.)
- Team boosting : coaching, sales support, Sales technique...
- VIP clients program (through all the products)
- Program how to train the trainer by hermes
- Buying twice a year, assortment definition
- Stock management & shipping process



● Project Manager

ESSEC Business School | Dec 2011 - Jul 2012

Watch Making (Advanced)

Leather Goods (Advanced)

Shipping (Advanced)

Languages

French (Native)

English (Fluent)

Spanish (Basic)



Deputy manager

Tiffany & Co. | Nov 2009 - Feb 2011

Management of 10 persons

- HR : recruitment, integration, career path, training & coaching, evaluation
- Implementation of a customer loyalty program.
- Stock controlling & visual merchandising
- Dynamization of Paris flagship store : coaching, and team follow-up (clienteling, CRM).
- Commercial strategy management, and simultaneous management of 2 points of sale



Senior sales executive

Van Cleef & Arpels | Feb 2008 - Aug 2008

- High Jewellery senior consultant
- Top 3 Europe sales between 15 000 and 100 000 € VAT EXC. (commercial incentive).
- Ambassador of the brand during official event



Deputy store manager

Tiffany & Co. | Oct 2008 - Nov 2009

Management of 20 persons : stock, supervisors, sales assistants, security

- Opening of the London store: recruitment, training, procedures, sales techniques, story telling,...
- Implementation of a customer loyalty program.
- Stock controlling & visual merchandising
- Commercial strategy management



Sales consultant

Chaumet | May 2005 - Jan 2008

Sale > 1 million euros (VAT EXC.), invitation to Riyadh by the royal family of Saudi Arabia.



Sales Consultant

Gucci | Nov 2004 - Apr 2004

Leather goods, Jewellery, watch and accessory sales



Sales Consultant

CHANEL | Apr 2004 - Oct 2004

Watch and Jewellery sales



Project Manager - Communication

Cartier | Jan 2003 - Mar 2003

Reporting to the Communication and General direction.

- Launch of the Laureus France Foundation: foundation creation fundraising, dinner launch, reporting to the Mother Foundation in London.
- Organization of the Cartier charity sale in Paris.
- Coordination of different departments, and MEETINGS.
- Negotiation with suppliers, budget & planning management



Recruitment consultant

Robert Walters | Jun 2022 - Now

My main goal is to have the best candidate's and client's experience.

My mission is to get the client's brief, and advise him to define the expected candidate's profile. Afterwards, I post the job add on the job

boards, and start the direct sourcing.

The candidate recruitment process will go through the following steps :

- pre-qualification
- interview with the consultant (me)
- coaching of the candidate to meet the client
- meetings with the client
- coaching to finalize the recruitment process

On the client's side, I advise him on the job market situation, the recruitment process, the final candidate choice, and financial offer to make (negotiations).

Education & Training

2011 - 2012

● **Institut catholique de Paris**

Master Degree - Level 2, CSR, Social Entrepreneurship, Sustainable development

1999 - 2002

● **Grenoble Ecole de Management**

Business School Degree , Marketing