



Juan Pablo G - Denis

Managing Director | General Manager | Global International Sales | Global Sales Director | Retail (B2C)-Omnichannel Sales

📍 London, UK

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Languages

English (Fluent)

Spanish (Native)

French (Basic)

About

An accomplished professional in luxury retail management & excellence, a solid leader in developing and implementing excellent retail standards, whilst also creating commercial strategies to promote business growth through store & team performance KPIs. Highly organized, structured, result-driven leader, confident in running complex operations, identifying best practices across markets to lead transformation of retail through service excellence. Focused on achieving targets through situational leadership, people development, coaching and influence. Strong ability to build relationships at all levels motivating and inspiring others to perform at their highest potential. Career Progression 2022 – Headhunted -

BRANDS WORKED WITH

BALENCIAGA

Centro Canalejas Madrid S.L.U.

Embassy of Spain In

Harrods

le Business School

JPGD LUXE CONSULTING LTD

The Kooples

Experience



● Retail Director

BALENCIAGA | May 2022 - Nov 2022

Reporting to the Chief Retail Officer and EMEA President Retail Director - Northern Europe Reporting to EMEA President Reporting lines – Retail 3 x Retail Managers 27 x Store Managers 3 x Store Directors for Flagship stores 2 x Operation Manager, After sales, Senior Visual Manager Financial Accountabilities

- Oversee and manage 30 stores with a £115 million turnover across: UK, Germany, Netherlands, Belgium, Denmark, Switzerland, Austria and Czech Republic
- Outlets business £25 Million (2 Stores)
- Total Accountable turnover: £140 Million Retail Responsibilities
- Overall P&L responsibility for all stores in the region; Create the business strategic growth plans with the senior stakeholders, and implement the plans effectively, to develop profit.
- Responsible for the development of our stand-alone boutiques and department stores.
- Overseeing all operational reports, KPI's, Strategic planning, and business performance.
- Implement strategy to improve footfall, grow client database and strengthen brand profile.
- Oversee the look and feel of the visual presentation for stores.
- Partner with the GMM for all buys for the stores.
- Develop and identify product opportunities, and ensure the product mix is relevant for the INTL client.
- Collaborate with the Client Engagement Director to implement strategies for VIC clients.
- Implement strategies on seasonal markdown and sale whilst ensuring margins are controlled.
- Coordinate consistently with the Retail Performance Manager to implement actions from insights as well as Training Manager for market trainings and onboardings. Achievements:
 - Launch of 2 new Markets – Belgium and Czech Republic
 - Opening 4 new stores and Harrods department relocation
 - Managed Le Cagole Pop up – Mount Street
 - Launched NPS
 - Launched new Employee Commission Scheme pilot
 - Implemented collaboration with Threats Styling

● Guest Lecturer

le Business School | May 2019 - May 2022

Guest Lecturer in "Programa de Dirección y Gestión Estratégica del Universo del Lujo" Created 2 courses encompassing Luxury Retail Excellence, Luxury Values, Experiential Luxury & Tourism, and the Next Generation Type of Relationship Between Brand and Clients.

● Managing Director Galería Canalejas

Centro Canalejas Madrid S.L.U. | Apr 2018 - Apr 2022

Reporting to CEO Reporting lines – all functions 1 x Retail Director 1 x Marketing and Communications Director 1 x Tourism Director 1 x Operations Director Financial Accountabilities

- Oversee and manage all partners brands stores across all divisions: fashion, jewellery & beauty; forecasted annual turnover of €150 million.
- Food & beverages turnover €50 million.
- Total Accountable turnover: €200 million. Responsibilities
- Created the business strategy to deliver World class Retail Luxury Service.
- Implement the Marketing & Comms. and Tourism strategy to guarantee a 360-degree experience.
- Creating innovative solutions to client interaction through our instore Media Plan.
- Building team engagement by creating a positive working environment through L&D and succession plans.
- Building trust relations with key partners and stakeholders from Four Seasons Team Achievements: First Madrid LV Savoir Faire Event in partnership with Galería Canalejas



● General Sales Manager

Harrods | Jun 2017 - Apr 2018

Accountable for sales and service performance for the Fine Watches and Fine Jewellery division. Annual turnover £400m (£150m Own Bought and £250m Concessions).

- Leading and motivating a team of 70 Own Bought staff members and 250 concessions staff members with a 1 Retail Manager, 3 Sales Managers, 1 Operations Manager, 1 Marketing and Communications Manager and 2 Private Clients Managers directly reports.
- Drive KPI's and business objectives, P&L, mystery shop results, sales vs budget and net contribution, through the sales team.
- Provide world-class service and deliver exceptional retail standards.
- Build influential relationships with key stakeholders; buying and merchandisers team to provide consistent feedback and share customer insight.
- Engage with our concession partners such as Audemars Piguet, Cartier, Van Cleef & Arpels and Bulgari to live the Harrods's Values whilst delivering their own company expectations. Achievements: Fine Watches expansion – £10M division refit project Oxford Summer School Academy - Certificate awarded 2017



● Brand Manager Rag & Bone

Harrods | Feb 2015 - Jul 2015

Rag & Bone in Designer Studio Department, Womenswear division.



● Sales Manager

Harrods | Jul 2015 - Jun 2017

Accountable for sales & service performance across Womenswear Superbrands & Shoe Heaven division. Annual turnover £320m (£100m Own Bought and £220m Concessions).

- Overseeing a team of 150 Own Bought staff members across departments with 5 Assistant Managers and 7 Sales Managers direct reports as well as 9 Womenswear Stylists direct reports with a £30M annual productivity across the store.
- Driving commercial business objectives as well as service objectives across departments through KPI's, P&L, mystery shop results, sales vs budget and net contribution.
- Managing and coaching concession managers such Chanel, Louis Vuitton, Dior, Valentino and Gucci to ensure that KPI 's set by Harrods are exceeded, supporting their own company KPI's while delivering a world-class service through their own brand experience.



● Assistant Manager

Harrods | Feb 2015 - Jul 2015

Overseeing International Designer Collections department

- Managed a budget of £25m and 15 employees.
- Drove department sales beyond annual sales target with overall in-

crease of 12%.

-Fine-tuned sales techniques, developed and implemented, customer service and product knowledge training Achievements: Harrods Graduate Management Program Brand Manager (May 2014 to January 2015) Rang & Bone in Designer Studio Department, Womenswear division.



- **Harrods Concession Manager**

The Kooples | Jul 2013 - May 2014

- **Trainee**

Embassy of Spain In | Aug 2010 - Dec 2011

- **Founder & MD**

JPGD LUXE CONSULTING LTD | Jan 2023 - Now

Offering strategic advice in luxury retail

Client: Tessabit