



Noor Khan

Experienced Head of High Jewellery Sales and UHNW Client Experience Manager

London, UK

[View profile on Dweet](#)

Languages

Urdu (Native)

French (Basic)

English (Native)

Arabic (Basic)

About

A highly motivated and dedicated individual with good business acumen and the ability to maintain positive long term client relations through a proven track record of excellent service and integrity. Passionate about luxury and driven with a can-do attitude. Quick to grasp new concepts and challenges possessing sound analytical skills and the ability to develop problem solving plans. With extensive experience in various roles across an array of exceptional luxury houses, a true team player, capable of motivating and empowering others with exceptional interpersonal skills and making a positive contribution to the working environment.

BRANDS WORKED WITH

- Repossi
- Bottega Veneta
- Buccellati
- David Morris
- DigitalGenius
- Harrods
- Ninety Mount Street

Experience



● Head of Fine Jewellery

Ninety Mount Street | Aug 2020 - Aug 2022

In charge of establishing the fine jewellery category within a new store under the Richard Mille Group, my role was to buy, categorise, price, restore, VM, and sell exceptional and collectible high jewellery pieces acquired through top tier Richard Mille clients and auctions. Brands included Bulgari, Cartier, Graff, Harry Winston, Mauboussin, Tabbah and Van Cleef & Arpels to name a few.

Training and development provided to the team all of whom had a background in watches, in the form of presentations showcasing the Piece of the Week, education on stones, characteristics, and unique selling points, and produced mini cue cards created as prompts while in conversation with clients.

Tracking shop floor activity and compiling detailed summaries on client interactions as well as daily sales tracking information (Excel) with detailed KPIs for head office.

Managing invoicing, aftersales and shipping logistics for purchases accurately and in a timely manner, including exports, with a target to ship pieces within 24 hours.

Organising events for local clients which included a shooting day out at the Holland and Holland grounds, an informative and immersive experience at Scotts, an intimate Omasake dining experience at the Araki, and high tea at Annabels. Overseas events included a trunk show at the Four Seasons hotel Saadiyat Island, a ladies lunch at the Arts Club Dubai, an interactive and informative evening with top clients followed by dinner at the Arts Club Dubai.



● High Jewellery Sales

David Morris | Oct 2017 - Jul 2020

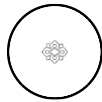
Working with high value and exclusive pieces and providing an exceptional client experience both in store and in the comfort of the client's home.

Training and managing temporary sales staff on products and processes including invoicing where cover may be required.

Cultivating an extensive client base both local and international and maintaining a strong working relationship post sale.

Conducting internal monthly inventory checks to maintain stock integrity.

Security training and working knowledge of GDPR and AML guidelines.



● Sales Associate-Maternity Cover

Buccellati | Aug 2016 - Sep 2017

Working with handmade fine jewellery and timepieces from Milan with a growing client list, maintaining an ongoing relationship with key clients resulting in repeat purchases.

Recognised as the highest seller in the first quarter with the company - currently at 30% of the total YTD.

Daily reporting using a sales tracker (Excel) to track KPIs and shop floor activity.

Managing rotas to ensure ample cover and that there are no conflicts.

Maintaining a high standard of service with 100% scores on the Harrods Guest Shopping exercise.



● Account Manager

Harrods | Sep 2010 - Jul 2016

Working with exclusive, precious writing instruments and gift pieces in a multi-brand concession with an extensive client base, achieving targets and going the extra mile to fulfil requests.

In charge of tracking sales for weekly reporting to head office, ordering stock through the buying office and identifying trends for different seasons and holidays.

Recognised for service and awarded Service Hero from a pool of hundreds of nominations and receiving excellent feedback from clients, peers and higher management.

Knowledge of the history, identity, direction and wider brand focus of the likes of Bulgari, Cartier, Chopard, Hermes, Bottega Veneta, S T Dupont, Montblanc among others and the ability to train junior staff and other colleagues within the department as well as regular updates and training on new products for personal shoppers within the By Appointment team.



● Account Manager

Bottega Veneta | Sep 2009 - Aug 2010

In charge of the day to day running of the Bottega Veneta furniture and gifts category within the Gifts and Stationary department in Harrods.

Responsibilities included managing client orders for furniture and home accessories with long lead times, as well as placing orders on a speculative/forecast basis for new accessories and small leather goods.

Ensuring stock is well managed with regular stock takes, and working with the regional visual merchandiser to ensure the area is in line with international brand guidelines.



● Pop Up Boutique Cover

Repossi | Oct 2022 - Jan 2023

Supported the Repossi x Robert Mapplethorpe collaboration pop up boutique in Selfridges during a short term contract, educating clients on the works of Robert Mapplethorpe, hosted cocktail evenings for VIP clients, drove sales through personal connections and via Selfridges' Personal Shopping team.



● AI Consultant - Luxury Retail Sector

DigitalGenius | Jan 2023 - Now

Advising and implementing changes to business technology for luxury retail brands with an e-commerce platform (Shopify/Shopify Plus, Magento, SAP Commerce Cloud) to enhance the shopping and customer service experience through AI integrating with existing ticketing platforms and chatbots (Zendesk, Freshdesk, Gorgias).

Enabling businesses to take control of responses generated by chatbots by using an enhanced plugin with over 60 prebuilt use cases for more accurate predictions and better responses resulting in better CSAT scores, higher customer retention and repeat custom rates and a better Trustpilot score.