



# Ignas Urbonas

Sales advisor

London, UK

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## Links

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## Languages

Lithuanian

English

Russian

## About

I am a highly passionate and devoted sales representative with over 12 years of experience in the high-end fashion field. I studied silversmithing and jewellery making at City Lit, Covent Garden and achieved the highest sales level for Women's Wear at Selfridges. After being recruited by Chanel in 2012, I got promoted to the position of Chanel Watches Expert. Later I further demonstrated my enthusiasm to build my knowledge in every sales division of the company and acquired an extensive understanding of all product categories (such as Accessories, Ready-to-Wear, and Shoes). I have been honoured with the Harrods Club One Hundred and Millionaire Club awards. With over a decade of working at Harrods and gaining a wealth of knowledge in customer service, I am now looking to advance my sales career within the luxury fashion or fine jewellery world.

### BRANDS WORKED WITH

Benugo, 116 St John's Street

CHANEL Accessories in HARRODS

CHANEL Shoes in HARRODS

EC4M 9AD

Kaunas Philharmonic, Sapiegos Str.

Womenswear Superbrands - SELFRIDGES

## Experience

### ● Sales Advisor

CHANEL Shoes in HARRODS | Aug 2015 - Now

Coaching and supporting new staff members and helping them integrate into the Chanel team as quickly and smoothly as possible.

- Handling product transfers from the other Chanel boutiques on special clients' requests.
- Dealing with Harrods' "By Appointment" services.
- Client communication and follow-ups via email, mobile and face-to-face. Keep building strong client relationships.
- Handling the procedure of mail orders.
- Chanel product aftercare GRACE services.
- Taking leadership when seeing anything that can be improved, for example checking if correct prices are both on the shop floor and in stock. Reprinting the price tickets, organising stock in order etc.
- In charge of an allocated area of the stock.
- Knowledge and first-hand experience on how well to deal with an occasional, challenging client, in a very busy environment.
- Harrods guest shop results of 100% satisfaction.

### ● Sales Advisor & Watches Ambassador

CHANEL Accessories in HARRODS | Oct 2012 - Aug 2015

Promoted to become Watches Specialist within the department.

- Developed extensive knowledge of Fine Watches.
  - In charge of watches stock takes, deliveries, system updates, visual merchandising and training.
  - Drawing on personal client book to exceed individual KPIs.
  - Nominated for Harrods Club One Hundred award for my achievements in sales.
  - Looking after exotic leather goods categories within a department. Checking and printing correct CITES.
  - Helping stock controllers with preparations of stock takes.
  - Supporting the management team not only during the day but also with preparing the department for trade (opening/closing the tills and CBR system, counting the product, tidying up the shop floor etc.).
- PREVIOUS WORK EXPERIENCE

### ● Sales consultant

Womenswear Superbrands - SELFRIDGES | Mar 2011 - Oct 2012

Working with brands such as Givenchy, Roberto Cavalli, Pucci, Alexander McQueen & Stella McCartney.

- Delivering luxury service and an unforgettable shopping experience.

- Turning new clients to regular (black book) clients.
- Collaborating with personal shopping team in order to maximise the sales.
- Winner of Womens' Superbrands for reaching target +469% on ytd average in 2012.

- **Sales associate**

EC4M 9AD | Dec 2010 - Mar 2011

Concentrated mostly on menswear customer service, replenishing the stock, handling till procedures.

- **Till leader**

Benugo, 116 St John's Street | Jun 2005 - Oct 2010

Responsible for banking, stocktaking, dealing with suppliers. Product quality control.

- **Administrator**

Kaunas Philharmonic, Sapiegos Str. | Jun 2001 - Dec 2004

Advertising and ushering at classical music events.