



# Anne H.

Acting boutique director

📍 Mayfair, London, UK

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## Languages

Italian (Basic)

Mandarin (Native)

Japanese (Work Proficiency)

English (Fluent)

## About

Coming from Luxury childrenswear business background, I engaged in luxury retail working and manufacturing environments since young age. As a result, my career in England was a mission based on my passion and childhood experiences.

As an experienced top seller with several proven records, I have been investing much time in CRM over the years of career. The above was credited both from childhood and my academic achievements in Anthropology. I am always fascinated about clients, curious to know them more; through this process, a close but also commercial interpersonal relationship is built, based on friendship in business and trust.

Ever since I have taken up managerial roles and responsibilities; I engage and research more in business management and retail operation. To understand outgoing and revenue, I embarked AAT course (Level 2) in accounting and bookkeeping. This has enhance my budgeting skills when I price internal costs eg alteration. For the coming year 2025, I am also starting a certificate in Strategic Business Planning at Oxford University, this is a one year part time course.

Professionally speaking, my short career so far, has inspired me to advance my people management skills and retail operations. I am managing a small team of 6, and I always found it hard however intriguing to learn about individuals. This way of thinking allows me to respect my staff and discover individual strength/weakness and cook all these into a good dish - successful team work.

I manage a small boutique that I am 24 hours to call builders in.... Locksmith if I am unlucky. These all are valuable encounters for me to handle any situation.

Personally, I'm very interested in product training and education myself. Put it this way - I am a lifelong learner and I find any opportunity to grow and develop.

All my employers could not agree more. I am assets.

### BRANDS WORKED WITH

AKRIS, Harrods Concession

Carolina Herrera UK Ltd.

Charles Dickens Museum

Dolce & Gabbana UK Ltd

Elites Associates Ltd

Flagship Yves Salmon London

Greater China

School of Museum Studies University of Leicester

'The Museum Studio', School of Museum Studies, University of Leicester

## Experience

### ● Boutique Assistant Manager

Flagship Yves Salmon London | Oct 2021 - Mar 2024

To support UK-wide sales teams To maximize sale strategies with the managers and UK retail director To maintain/update the boutique VM in accordance with the VM guideline To develop clients and accommodate marketing activities, such as press media and Collection Preview events To coordinate Flagship Boutique rota for the alterier and stock team, sales team and security booking To coordinate all services in/out store with each teams: cold Storage/furrier, garment cleaning/external, tailoring/remodeling/alteration, and services charges/accountant To report to the UK Divisional Manager and then Boutique Manager To coordinate UK/EU logistics through the support of stock team UK & logistic team in France (foreign shipping) To coordinate the store operation (fire alarm/electrician/lift/CCTV etc) with the operation coordinator and office admin To coordinate Boutique Stock with UK online stock  
• to name a few -

- **Sales Manager in Training**

Dolce & Gabbana UK Ltd | Apr 2020 - Sep 2021

[BOF Responsibilities] To operate the till and cash handling, including daily store open/closing banking, ensure the receipts, transactions and amount of money are accurate To send closing email finalising daily trade report and daily KPI

To report to the buying teams based on trading analyses, add up top performing products To support stock team stock taking and ensure shipments and seasonal returns are up to date in comparison to physical stock in store To update stock team with store transfers/requests and keep records of shipping arrangements To check stock room with the standards on weekly basis based on the rare of pride list To check and maintain the best quality of the products, e.g., perfect packaging inside; well protected cotton cover over leather goods in one per rail To filer store emails: share with the team, and coordinate attachments saved in correct files/drives

[FOH Responsibilities] To maximize store target and individual KPI To provide guild and education to the team to maintain the highest standard of the shop-floor maintenance, e.g., hanging/folding on display/folding in cabinets/folding in stockroom or back office/hangers distancing and product cleaning To support individual member of the team for their sales, e.g., contacting clients, initiating sales ceremony and engaging clients through variety of approaches/digital device To educate team members procedures of store transfers, phone and email communication with UK/EU warehouses, store daily routine, individual tasks, rules in stock rooms, back of house, maintaining VM guideline To guild the team ways to source collections/products for specific clients To provide/share digital resources available for the team to apply in clientele, these can be from the Apps or from social medias and Company emails To give morning briefing to the team when manager is not available To update individual KPI, work with each sales associate, work on individual action plans To follow up the team with their individual Client Book, e.g. prospect clients, runway clients, seasonal and sales clients To support the VM team working in the store To update VM photos on store iPod, report to VM team if any changes require attention To update the store VM photos to Milan Head Office on Friday mornings To supervise individual tasks on daily basis before store opening and after store closing (signature required and check with VM iPod) To report to the management team the outcomes of daily task, checking stock and condition of stockrooms, updating appointment calendar To handle complains and solve problems for clients via phone and emails

- **Senior Client Advisor**

Dolce & Gabbana UK Ltd | Feb 2019 - Mar 2020

I'm

- **Senior Sales Associate**

Carolina Herrera UK Ltd. | Aug 2018 - Feb 2019

To be a team player To continue developing strategies of clientele, including updating client book, and step-by step approaches with new and existing clients To carry out initial alteration tasks, including measuring, pinning, and drafting alteration report for the tailor To maintain the highest standard of the boutique VM To carry out daily routines in the Boutique To handle store deliveries, transfers, online/telephone orders, exchange and customer feedback/complaints in accordance with the company policy

- **Sales Associate**

AKRIS, Harrods Concession | Dec 2017 - Jul 2018

- **Sales Associates**

Elites Associates Ltd | Nov 2017 - Dec 2017

- **Programme Co-Ordinator**

Greater China | Apr 2017 - May 2017

Programme, Sinological Development Charitable Foundation, China Institute, SOAS

Outreach and promote the summer programme external from SOAS Research and establish a client database for future contact Maintain up-to-date progress with the colleagues in Hong Kong, U.S., and Russia Recruit applicants for the 2017 Summer School Programme Manage website and social media update Maintain email communications with all clients and academic institutions

- **Programme Co-Ordinator**

'The Museum Studio', School of Museum Studies, University of Leicester  
| Sep 2014 - Sep 2015



- **Education Assistant**

Charles Dickens Museum | Feb 2013 - Jul 2013

## Education & Training

- 2013 - 2016 ● **School of Museum Studies University of Leicester**  
Ph. D Candidate,,
- 2011 - 2012 ● **The Study of Religions, School of Oriental & African Studies**  
MPhil,,
- 2009 - 2010 ● **London School of Economics**  
MSc, Anthropology of Learning & Cognition,,
- 2006 - 2007 ● **University of Sheffield**  
Master of Arts,
- 2004 - 2006 ● **Aletheia University**  
BA, Applied Foreign Languages,,
- 1996 - 2001 ● **Tainan University of Technology**  
Diploma, Music Performance (Winds),,