



Martin Jankowski

Fashion stylist/qualified Beautician

📍 Hampstead, London, UK

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Languages

Russian (Fluent)

Polish (Fluent)

Italian (Work Proficiency)

English (Fluent)

About

A charismatic and professional customer care assistant with extensive experience in customer service, in luxury retail roles, currently seeking a new position as customer service consultant. A highly organized and efficient individual, whose thorough and precise approach to projects has yielded excellent results. Recent achievements with my current employer include new weekly product knowledge training exercise, including direct discussions of mystery shopper results and individual reflection on KPIs.

BRANDS WORKED WITH

FASHION STYLIST HARRODS RTW

MARTIN'S STYLING DESIGNS LTD

TOM FORD

Experience

● Fashion stylist

MARTIN'S STYLING DESIGNS LTD | Mar 2022 - Now

Achievements and responsibilities:

- First point of contact to clients and introduction the brand products thru verbal and physical demonstration
- Fragrance and make up products presentations in a passionate and personal manner
- Preparing scheduled appointments and assistance clients thru out the visits
- Verbal guidance and assistance during appropriate treatment and completing procedures within health and safety standards
- Collecting data and guidance and results on a data base
- Achieving sales targets and working closely individually and as a team member to achieve KPIs and deadlines
- Maintaining high standards of product presentation and closely monitoring sales floor for security reasons
- Opening and closing procedures including stock replacement , cleaning , reports files completing, banking , cashing up.



● BEAUTY THERAPIST

TOM FORD | Jun 2016 - Apr 2020

Achievements and responsibilities:

- Use product knowledge, sales abilities and customer relations skills to drive substantial sales increases in dept.
- Fostered relationships with customers to expand customer base and enhance loyalty and retention. Managed efficient till operations, including scanning items, processing payments and issuing receipts.
- Maintained currency on industry trends and changes and participated in professional development opportunities to strengthen product and service knowledge.
- Provided service with a smile, offering courteous, helpful advice to best-meet customer needs.
- Assisted customers with signing up for store loyalty programmers and provide ¹details about key benefits. And customer inquiries and concerns to facilitate decision-making and minimise anxiety or hesitation.
- Met customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Won store sales competition for "Black Friday" promotion, resulting in being recognised as "Sales Associate of the Month."

● INTERNATIONAL DESIGNERS

FASHION STYLIST HARRODS RTW | Oct 2012 - May 2016

Achievements and responsibilities:

- Provided a professional, friendly welcome to clients, putting them at ease ahead of treatments.
- Improved retail sales by 15% through detailed aftercare advice and innate upselling abilities. , attended regular development programmes and schemes to offer best possible services.
- Offered thorough, knowledgeable advice and service throughout treat-

ments and procedures. Provided a professional, friendly welcome to clients, putting them at ease ahead of treatments.

- Improved retail sales by 15% through detailed aftercare advice and innate upselling abilities. , attended regular development programmes and schemes to offer best possible services.
- Offered thorough, knowledgeable advice and service throughout treatments and procedures.

Education & Training

2004 - 2008 ● **City College**

Bachelor of Environment Protection,