



Marcin Jankowski

Fashion stylist with vast experience and passion for excellence and determination to succeed

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Languages

- Russian
- English
- Polish
- Italian

About

With a strong background in luxury retail, I've delivered exceptional customer service and sales at Tom Ford, Harrods and Space NK. I am fluent in English and Polish with basic in Russian and Italian. My expertise lies in beauty sales, personalised consultations, and meeting sales targets.

BRANDS WORKED WITH

- TOM FORD
- Harrods Ltd
- SPACENK

Experience



● BEAUTY CONSULTANT

TOM FORD | Aug 2020 - Feb 2022

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.

● SALE CONSULTANT

Harrods Ltd | 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 programmes and provide details 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."

● BEAUTY CONSULTANT

SPACENK | 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 treatments 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,