



# Dave Matson

Head of Retail Operations,  
Head of Customer Care, Head  
of Transformation

📍 London, UK

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## Links

[LinkedIn](#)

## Languages

English (Native)

## About

As a highly accomplished and results-driven operational leader known for my ability to ignite transformative change and deliver exceptional outcomes, I possess a track record of driving innovation and efficiency across diverse environments, leveraging extensive experience to foster cross-functional collaboration and strategic execution. My collaborative approach has led to the successful orchestration of innovative strategies that optimise operations, enhance customer experiences, and drive revenue growth. My ability to navigate complex challenges and rapidly execute new initiatives is evident in the successful launch of new consumer brands and innovative service offerings. I have a keen understanding of system integration, change management, and stakeholder engagement, all of which contribute to my ability to drive lasting impact. My versatile skill set, which encompasses strategic leadership, process optimisation, and multi-faceted problem-solving, positions me as a valuable asset in any dynamic work environment

### BRANDS WORKED WITH

Career Break

Harrods

Tekstar Ltd

Debenhams

## Experience



### ● Professional development

Career Break | Apr 2023 - Jan 2024

Completing qualifications in both LEAN and Change Management to Practitioner level as well as taking some time to reset.

### ● Head of Customer & Retail Operations

Harrods | Mar 2021 - Mar 2023

Led and orchestrated Harrods' Central retail operations, customer service, and transaction support divisions, spearheading the development and execution of innovative strategies aimed at enhancing efficiency and efficacy across all Harrods brands.

### ● General Manager, Retail Operations

Harrods | Jul 2018 - Mar 2021

Established a new division from the ground up and managed the seamless integration of essential functions, encompassing internal communication, data analytics, continuous improvement, compliance, project management, transaction support, and safe deposit services.

### ● General Manager, Retail Services

Harrods | Jul 2016 - Jul 2018

Pioneered the establishment of the Retail Services division at Harrods, strategically uniting crucial services under a cohesive vision and strategy.

### ● General Manager - UK & Europe

Tekstar Ltd | Dec 2015 - Jul 2016

Responsible for UK & European operations of Tekstar, with over 1,000 employees based across five countries, delivering retail consultancy, visual merchandising, and store opening/closure operations.



### ● Senior Retail Operations Manager, Store Manager

Debenhams | Mar 2005 - Sep 2015

Working within Debenhams for 10 years, I worked across multiple locations and roles, including Central Retail Operations and Senior Store Management positions.

## Education & Training

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1997 - 2001 ● Marshall Park  
GCSE,