



# Williams E. Ngom

Store Director

Paris, France

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## Links

[LinkedIn](#)

## Languages

English (Fluent)

French (Native)

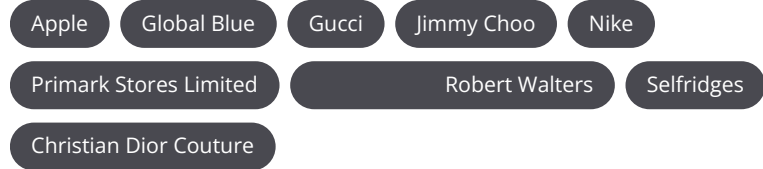
Polish (Basic)

Italian (Basic)

## About

With extensive experience in luxury retail management, I excel in customer service and sales. Fluent in English and French, with basic Polish and Italian skills, I've held pivotal roles at Gucci, Nike, and Apple, ensuring top-notch store performance and client satisfaction.

### BRANDS WORKED WITH



## Experience



● **Store Director**  
Gucci | Oct 2021 - Feb 2024



● **Head Coach Nike - Paris House of Innovation**  
Nike | Sep 2019 - Nov 2021



● **Store Manager**  
Apple | Sep 2018 - Sep 2019



● **Store Leader Program Associate**  
Apple | Sep 2016 - Aug 2018

● **Retail Support/ Business Retail Analyst**  
Primark Stores Limited | Apr 2015 - Sep 2016



● **Deputy Refund and Security Manager**  
Global Blue | Jan 2014 - Mar 2015

Being in charge of assuring the high-quality performance of the agents at the Refund Points in your area, in close cooperation with the responsible Area Refund Manager  
Responsibility to run fundamental reports in order to report the accurate key figures to the responsible Area Refund Manager  
Taking a great effort in developing the relationship to the airport and customs authorities further  
Taking care of the sustainable Implementation of the yearly operational targets and the respective fulfilment in order to achieve a higher refund quality and customer satisfaction to drive business  
Development of a fair and reliable salary and bonus scheme in close cooperation with the Area Refund Manager  
Assurance of all refund operations being aligned with the Group guidelines in order to achieve the preset targets  
Take action in order to secure fraud prevention together with the Area Security Manager

[Voir moins](#)



● **Sales Associate**  
Gucci | Nov 2012 - Jan 2014

Expert in Handbags, small leather goods and accessories  
Dealing with international clientele  
Cashing Operations  
Customer relationship management



● **Sales representative**

Jimmy Choo | Sep 2011 - Dec 2012

Expert in Handbags, Shoes, Small Leather Goods and Accessories  
Dealing with International Customers  
Building my own clientele portfolio  
Customer Loyalty program  
Stock management.  
Cashing Operations.



● **Assistant chargé de recrutement**

Robert Walters | Aug 2011 - Jan 2012

assisting clients with strategically integrating effective HR processes, programs and practices into their daily operations.

Maximize the client's performance related to human resources by introducing or marketing "best practice" products or services as well as to provide periodic feedback to clients regarding their performance related to annual management objectives. Missions principales :

- Sourcing de candidatures (base de données interne de 60000 candidats, et sites de recrutements classiques)
- Reporting d'entretien (traitement administratif, saisie des données des entretiens des consultants)
- Suivi de candidats en pré et post entretien (téléphone, email etc.)

Crée en 1985, Robert Walters, référence mondiale du recrutement spécialisé, compte aujourd'hui plus de 1500 collaborateurs répartis sur les cinq continents au travers de 44 bureaux.  
Walters People est la filiale du groupe Robert Walters spécialisée dans l'interim en comptabilité, finance et administration.  
<http://www.walterspeople.fr/>

Voir moins



● **Department Manager**

Selfridges | Feb 2004 - May 2007

Handling deliveries  
Direct contact with customers  
Accueil, Conseil et service à la clientèle, SAV,  
Gestion et Tenue de la caisse  
Réassort des stocks  
Développement de l'activité commerciale et du chiffre d'affaires.  
Gestion d'équipe (2-3 personnes)  
Traitement des tâches administratives  
Utilisation et analyse des KPIs



● **Deputy store director**

Christian Dior Couture | Mar 2024 - Sep 2024

## Education & Training

2010 - 2011

● **PSB Paris School of Business**

Master,

2005 - 2007 ● London Metropolitan University  
bachelor of science,