



Sarah McGinnis

Global Retail Operations Manager

📍 France

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Languages

English (Native)

French (Basic)

About

BRANDS WORKED WITH

Alexander McQueen

kate spade

Liberty PLC

Stella McCartney

Experience



● Global Retail Operations Manager

Stella McCartney | Feb 2019 - Feb 2023

- Manage the operational needs during new store openings. Since 2019, I have opened 10+ stores worldwide (Asia, Europe, and AMER) defining setouts for POS, security, traffic counting, and music as well as setting out stock rooms and capacities.
- Manage the operational needs during store closings and Covid
- Brand BPO on all retail projects.
- Working with the merchandise team to establish seasonal uniforms, setting guidelines, and ensuring rollout/training.
- Wrote, devised, and implemented World Wide Retail Policies and Procedures, ensuring continued compliance by working with the audit team and reviewing the stores' online assessments.



● Operations Manager

Alexander McQueen | Jan 2012 - Feb 2019

- Manage the operational needs during new store openings. I managed the operational opening of 50+ stores worldwide (Asia, Europe, and AMER) defining setouts for POS, security, traffic counting, and music as well as setting out stock rooms and capacities.
- Manage costs of running stores in line with forecast and budget.
- Liaise between the brand and stores on all things operational, ensuring perfect implementation of global retail.
- Brand BPO for Kering on all retail projects.
- Project manager for rebranding project and new packaging rollout.
- Wrote, devised, and implemented World Wide Retail Policies and Procedures, ensuring continued compliance by working with the audit team and reviewing the stores' online assessments.
- Assisted Retail Director with store management duties including hiring team, staff reviews, and setting and driving sales targets.



● Operations Manager

kate spade | Jun 2011 - Feb 2012

- Successfully launched Kate Spade New York into the European market.
- Ensured operational excellence and maximized profitability through the implementation of company standards.
- Set up all things operational for the business in the UK.
- Ensured brand and operating standards are met to ensure brand consistency.
- Communicated merchandise sell-through, stock position, business trend information, product issues, and customer feedback to GM in order to increase customer service and sales.

● Retail Operations Manager

Liberty PLC | Oct 2006 - Jul 2010

- Oversaw an annual turnover of £38 million an increase of 18% on year.
- Lead, managed and motivated 300+ members of staff.
- Managed business to achieve KPIs.
- Ensured payroll total each month is in line with, or under budget.
- Delivery of consistent selling and service results with a payroll cost not to exceed 15% of sales.
- Drove clarity of direction and communication vis a vis the Retail Team.

Education & Training

1999 - 2002 ● The University of Texas at Austin
Fashion Design,