



Angel Jones

Customer Success/Accounts Manager

📍 London, UK

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Languages

English (Native)

Swedish (Basic)

French (Basic)

About

Founder of a fashion brand and a skilled analyst and stylist with a fashion communications degree from a top Australian University. A skilled individual with exceptional communication and people-skills, demonstrated in a variety of settings.

Angel has applied these skills to creating and managing her own brand whilst tailoring a meaningful, client-focused experience. Using professional knowledge and evaluations to support management in previous roles and provide accurate records and reporting systems. She is a self-motivated and quick learner who thrives in a fast-paced setting looking for challenge. Experienced in sales with a demonstrated history of working in the retail industry. Skilled in Management, Foreign Languages, Sales, Relationship Building, Interpersonal Skills, and Fashion Styling.

BRANDS WORKED WITH

- Aptmnt
- b.y.a.j
- Department of Education and Training (Queensland)
- Fortunate One
- HYPE DC Pty Limited
- IndoGenius
- lululemon athletica Australia & New Zealand
- MANNING CARTELL
- & Other Stories
- Seed Heritage
- THE ICONIC
- Violent Green
- Zomp Shoez

Experience



● **Buyer**
Fortunate One | Jun 2022 -

● **Strategic E-Commerce Consultant**
| Jan 2022 -
Strategic Fashion consultant freelance working directly with Start-ups, E-commerce Businesses, Sustainable Fashion and projects in their infancy. Assisting with brands grow their sales, operations, external relationships and internal structuring.

- Operational Strategising
- Go to Market development
- Safe and sustainable manufacturing
- Sales advisory
- Supply Chain management



● **Assistant Buyer - Women's Apparel**
THE ICONIC | Jun 2021 - Jun 2022

- Responsibilities
- Managing tasks and responsibilities of Category Admin Assistant
 - Weekly trade analysis, presenting findings and action points to the wider team and Senior Management
 - New brand on boarding, including margin negotiations, contract fulfilment, and liaising with multiple channels in the business until complete.
 - Attending brand showings, reviewing and analysing sales results and optimising future buys
 - Management of in-season OTB tracking, collaborating with Company Planning to maximise sales opportunities and de-risk threats
 - Trend research
 - Stock replenishment management – weekly
 - Brand plan upkeep and data integrity
 - Core stock management
 - Competitor shopping and price analysis
 - Marketing input, feeding relevant marketing info to marketing team and keeping track of social channels

Show less

● **Founder**

b.y.a.j | Mar 2020 -



● **Category Admin Assistant**

THE ICONIC | Sep 2019 - Jun 2022

Responsibilities

- Order raising, order form entry and upkeep. Keeping the Buying & Planning teams fully informed on intake movements & cancellations.
- Intake management & reporting stock not visible to the team weekly. Working with Production, Copy and Finance teams to manage stock.
- Running reports for weekly trade and supplier meetings, best & worst sellers, intake summary
- Contribute to monthly SWOT for Senior Management
- Providing SKU lists and brand marketing assets for socials & marketing teams
- Working closely with suppliers, inbound and production teams to hit launch dates and resolve locked stock issues
- Accompany Buyer and Assistant Buyer to supplier range showings
- Order builds
- Competitor shopping to bricks & Mortar stores, as well as keeping an eye out for online competitors and presenting to the team any trends or gaps in our offering

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● **Ecommerce Developer**

Violent Green | Jul 2018 - Nov 2018

● **Stylist**

Zomp Shoez | May 2018 - Sep 2019

Style and product knowledge.
Responsible for high customers satisfaction,
Problem solving, patience, ability to handle complaints and needs.
Developed negotiation, communication and interpersonal skills.

● **Online Content Editor**

Aptmnt | Apr 2018 - Aug 2018



● **NCP Scholar**

IndoGenius | Feb 2018 - Feb 2018

IndoGenius believe learning is best achieved through real-world experiences. Using India's cities and villages as our classroom, Reimagining India takes a different approach to education that goes beyond the lecture hall. The program combines a broad range of experiences in India, with access to industry experts, academics and skills training workshops.

Over two weeks, I attend seminars at diplomatic enclaves, multinationals, and 3D printing workshops. I also visit rural villages, ancient cities, and slum recycling centres. During the time I learned to consider India's significant cultural influence and explore innovative contributions to global challenges.

Show less

- **Sales Assistant**

Seed Heritage | Jun 2016 - Aug 2017

- **Seasonal Educator, Visual Merchandising.**

lululemon athletica Australia & New Zealand | Oct 2015 - Mar 2016

- **Shop Assistant**

HYPE DC Pty Limited | May 2015 - Oct 2015



- **Stylist**

MANNING CARTELL | Mar 2014 - Sep 2014

- **Fit Model**

& Other Stories | Apr 2013 - Dec 2013

- **Sales Associate**

& Other Stories | Mar 2013 - Feb 2014

& Other Stories is a brand under the H&M Group. & Other Stories is a fashion brand offering women a wide range of shoes, bags, accessories, beauty and ready-to-wear to create their personal style, or story. Our creative ateliers in Paris and Stockholm design diversified fashion collections with great attention to detail and quality at an affordable price.

- **Office Administrator**

Department of Education and Training (Queensland) | Jan 2012 - Jul 2012

Education & Training

2017 - 2018 ● **IESEG School of Management**

Exchange student program,

2015 - 2018 ● **QUT (Queensland University of Technology)**

Bachelor's degree,

2014 - 2014 ● **Australian Institute of Creative Design**

Diploma,

2007 - 2011 ● **St Aidan's Anglican Girls' School**

High School Certificate,