



# Nancy Imbeah

I am very loyal, very hard working. Have a strong background knowledge and experience in wholesale fashion industry.

📍 London, UK

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## Languages

English (Native)

French (Basic)

## About

With extensive experience in customer service and showroom management within the fashion industry, I excel at managing client relationships, handling orders, and ensuring timely deliveries. Proficient with high-end brands, I bring dedication and a keen eye for detail to every role.

### BRANDS WORKED WITH

Antonio D' Errico Ltd

Color Me Beautiful Ltd

CWF (UK) Ltd

Fendi Ltd

Zygo

## Experience

### ● Customer services senior sales coordinator

CWF (UK) Ltd | Jun 2000 - Now

for independent and department store (Childrenswear sector)

Responsible for key accounts: Independent Retail outlets and Department Store for both UK and Ireland

Brands: Chloé, Little Marc Jacobs, BOSS, Karl Lagerfeld, DKNY, Timberland, Billieblush, Billybandit, Carrément Beau, Zadig & Voltaire, Givenchy, Charabia, Lanvin, Paul Smith Junior, Kenzo

Past brands: Nike, Kenzo, Escada, Lee, Elle, Roberto cavalla, Burberry, Today

I am responsible for all of the following aspects: confirming new and existing retail clients to attend their sales appointments. Placing all forward orders onto the movex systems. As well as managing and maintaining client relationships. Setting up new client accounts. Preparing all paperwork before selling season commences, such as price lists for sample books and samples, line sheets and excels order forms. Maintaining client's records, negotiating discounts for late deliveries, preparing weekly delivery reports. Inputting Purchase orders on the system. Ensuring that the credit notes are raised in a timely manner. Sending out all order confirmations by the critical path deadline, as well as managing the sales order book ensuring all orders are dispatched and shipped & invoiced within specified timeframe, and ensuring that I achieve the overall companies invoicing adjectives on a monthly basis. Dealing with any delays with deliveries either by contacting the freight carriers or investigating with our credit control department for any payment related issues, As well as quality control and handling day to day general queries or problems from buyers which may arise

Ensuring that all deliveries contain the necessary merchandise mix of point of sale materials for all new and existing clients. Informing all our retail customers of any promotional or editorial coverage by our Press and Marketing department. Organizing samples requests for VIP Client as a well as editorial.

Training new staff to use the company's in-house IT system. Assisting with general Administration work,

Travel visits to see some clients in London, Glasgow or Dublin.

Advising buyers on best sellers and stock availability, for any repeat orders and focusing on achieving our sales related targets set the company. Organizing samples for showrooms.

Finally, supporting the Finance department in chasing all payment and pro-forma invoices

Meeting company objectives for Sales targets and Repeat orders

- **Customer Service Administrator**

Color Me Beautiful Ltd | May 1997 - May 2000

Responsible for providing overseas and UK customer's information. Handling customers and consultant enquiries. Assisting at events, such as conference and regional meetings, taking retail orders, and processing the orders. Maintaining database and producing reports



- **Showroom Administrator/Receptionist**

Zygo | Oct 1996 - May 1997

Responsible for confirming appointment with buyers, answering general enquiries, booking taxis and couriers dispatching information pack, organizing samples sales, merchandising the showroom. Sending samples to press magazines, dealing with faulty merchandise, stocktaking, ticketing and distributing the post and general administration duties.

- **Retail and Showroom Assistant**

Antonio D' Errico Ltd | May 1996 - Oct 1996

Temporary)

Merchandising shop floor, window display, banking cash and credit transactions, organizing mail shots to clients, stocktaking. Attending fashion exhibitions to sell their collection, taking orders, confirming appointments, basic admin.

- **Administrator & Showroom assistant**

Fendi Ltd | Aug 1995 - May 1996

Independently running the showroom, typing, filling, faxing, sending samples to fashion magazines, confirming appointment, updating database files, inputting orders.

## Education & Training

1996

- **London College of Fashion**

Btec Higher National Diploma in Business and Finance Retail Fashion in Management,

1993 - 1995

- **London College of Printing and Distributive Trades**

Btec National Diploma in Distributives Studies in Distributives Studies in Distributives Studies,

1991 - 1993

- **London College of Printing and Distributive Trades**

Btec in Business and Finance in Business and Finance,

1990

- **Carshalton College for Further Education Ashburton High School**

GCSE'S in History in Maths, Economics, Home Economics, German,