



# Lori Powell

Retail Training Consultant

📍 London, UK

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## Languages

English

## About

A business professional with a broad range of skills and experience including management and sales, a proven ability to create, develop and deliver interventions which influence and engage participants at all levels from front line teams to executive level. An extremely passionate, hands on, insightful, results driven communicator, with project management experience, commercial acumen and a commitment to delivering exceptional internal and external client experiences.

### BRANDS WORKED WITH

Harrods

Schuh Ltd

Tiffany & Co.

## Experience



### ● Director, L&D

Tiffany & Co. | Jan 2019 - Now

### ● Floor Manager

Schuh Ltd |



### ● Assistant Manager - International Designers Collections

Harrods | Jan 2022 - May 2022

Managed a £1 m Sales Budget

Developed 12 Brand Managers and over 20 sales associates, harnessing a culture of service excellence through coaching and training

Hosted departmental and management updates on trade providing merchandise feedback and competitor analysis to support Buyers, HR, VM and the Retail Distribution team

Conducted weekly brand analysis reports using commercial acumen to increase sales by 35%

Supported Sales Manager in delivery of employee engagement strategy and pulse surveys.

Coached and developed new starters joining the department through one to one catch ups during probation, ensuring awareness of KPI's and building readiness for probation assessments achieving a 100% pass rate

### ● Manager, Training

| Aug 2017 - Dec 2018

### ● Senior Regional Trainer

| Sep 2016 - Aug 2017

Successfully implemented a 'region first' profitable High Value Sales Programme for high potential employees delivering a \$19m sales result for the region in 2021.

Project managed Tiffany International Sales Conference for leaders in person 2020 and Virtual (2021) driving strategy for overall EMEA sales growth to +4% vs 2019.

Led the vision for 'Culture and Induction' for all new EMEA employees during the pandemic and a company takeover.

Successfully executed robust learning experiences for EMEA High Jewellery events delivering \$23.5m total sales for 2021.

Facilitated Tiffany Leadership Development Programmes across multiple regions and time zones including diversity & inclusion, with 92% of participants evaluating the programmes as having met or exceeded expectations and 90% reporting that they could directly apply the learnings to their leadership journey.

Drove a culture of strong Tiffany brand ambassadors through creation of "expert" communities – delivering significant sales growth in the areas of watches and diamonds.

Successfully sourced external experts, coaches, speakers to support strategic business priorities.

Coached Store Director population and high potential leaders across top locations who collectively delivered +&% sales growth vs 2019.



## ● Learning and Development Consultant

Harrods | May 2013 - Aug 2016

Delivered needs analysis for Harrods Learning programmes, with over 90% of end user feedback scoring interventions as "good" or "great"

Developed future talent programme with a retention rate of 87% and the Harrods Management Programme with a promotion rate of 69% within 3 months of programme completion

Business partnering with senior Management, SME's and HRBPs to co-ordinate, design and deliver blended aligned learning solutions for employees at all levels in a dynamic and continually evolving environment.

Increased learning engagement levels through a dynamic communication strategy +9% above target.

Partnered with Harrods resourcing team, in executing weekly robust assessment centres for over 150 internal and external candidates

Successfully project managed new starter on boarding, delivering training (including cultural awareness to over 5,000 employees at all levels per year)

Creatively sourced 3rd party suppliers, including negotiating contracts, responsible for achieving a 25% saving for department on prior years cost.

Leveraged the Harrods LMS to analyse metrics and engagement statistics for reporting and improving learning offer for 5,000 employees