



# Alice Duarte

Senior Specialist LG/shoes.  
Aftersale / care and repair.

📍 London, UK

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## Links

[LinkedIn](#)

## Languages

French (Fluent)

Italian (Basic)

English (Fluent)

## About

Aftersales

BRANDS WORKED WITH

10M

Baltayan

CHANEL

Cobbler, Cordonnerie Victor hugo

Louboutinky.cz

Podo orthopedie des mascareignes

The Restory

## Experience

● 10M | May 2022 - Now

### ● Cobbler manager

Baltayan | Aug 2020 - Aug 2021

Traditional cobbler trade B2C

- Trading
- Communication
- Customer service
- Data storage
- Managed cobbler shop operations from order logistics to client service
- Ensured clients received made-to-measure and repair services for shoes and leather goods
- Handled administrative tasks and till operations
- Delivered excellent customer experience with each appointment



### ● Shoe repair specialist

The Restory | Jul 2019 - Aug 2020

- Shoes repair
- Resolving and reheeling
- Heel recovery
- Admin system
- Mobile position
- Sourcing



### ● Senior repair specialist

Louboutinky.cz | Mar 2018 - Jul 2019

- Expertly handled reconditioning, including resoling and reheeling of shoes
- Successfully recovered valuable damaged heels for resale
- Revitalized various small leather goods to pristine condition
- Rigorously cleaned to maintain superior quality standards
- Strategically managed stock levels to minimize out of stocks
- Proactively sourced new shoe materials and components

### ● Prosthetic engineer

Podo orthopedie des mascareignes | Mar 2015 - Mar 2018

Prosthetic medical device company B2C

- Healthcare
- Scheduled in-person appointments to accurately measure clients
- Monitored inventory levels of prosthetics and supplies
- Fabricated custom orthopedic devices from start to finish
- Expertly fitted and delivered prosthetic solutions to customers

### ● Cobbler, Cordonnerie Victor hugo | Sep 2013 - Sep 2014

B2C

- Expertly performed maintenance and repair services for shoes, leather goods, handbags and other items
- Implemented safety protocols to ensure quality workmanship on all projects



## ● Aftersales specialist

CHANEL | Apr 2022 - Now

Fashion luxury brand Retail

- Logistics
- Fashion
- Office
- Analytics
- Communication
- B2C Excel
- Implemented efficient administrative processes
- Presented superior customer service and support
- Controlled inventory levels to ensure product availability
- Crafted comprehensive repairs of leather goods
- Skilled in restoring custom jewelry pieces