



Nadine Akar

Senior and high end specialist

London, UK

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Links

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Languages

English (Fluent)

Arabic (Fluent)

French (Fluent)

About

A top UK and EU seller, proactive, customer-focused sales assistant with successful sales experience and a positive confident approach. Fluent speaker in Arabic French and English. Well developed skills in forming trusting relationships with customers, able to work well both in teams and on own initiative, with a proven record of contributing to process improvements. Resilient and confident and works well under pressure. Seeking a role in retail with luxury brands.

BRANDS WORKED WITH

- Dolce & Gabbana
- Four
- Gucci
- Marni
- Signature Art Gallery Lagos
- Style Incorporated Agency

Experience



● HIGH END SPECIALIST & SENIOR ROLE

Gucci | Sep 2023 - Now

- Achieve the assigned sales budgets, KPIs and objectives set by a Manager
- Management of own pipeline, with consistent measured follow up, reporting updates daily, in morning meeting
- Deliver retail experience consistently through excellent customer experience
- Complete understanding and execution of product and brand knowledge and inspiring product demonstration like an expert
- Accurately process customer orders by ensuring personalized service including order follow-ups, updates or complaint handling, building up long lasting business relationships with customers, colleagues and managers with 100% effort
- Grow of the CRM database
- Ability to plan and prioritize own time well to maximize effectiveness



● SENIOR CA

Dolce & Gabbana | Oct 2021 - Aug 2023

- Top UK seller, number 4 in the world, I am the only one in the UK that is making 120% of my target every month even when we have a slow one
- The only UK euro millionaire club member, meaning achieving 1.3 million pounds for the financial year 2021, benefits: more discounts, invitation to fashion shows and events for Dolce&Gabbana in different cities in Italy
- Create a luxurious experience for all clients and offer them relevant advice regarding current collections
- Maintain an awareness of Company, Boutique as well as personal sales targets and performance
- An excellent client book by treating clients like people not business, emailing them, asking for feedback, sharing my knowledge and give them access to my network
- A strong senior sale with a proven background in sales
- Excellent spoken & written Arabic, French and English
- Work effectively and efficiently with the team, sharing ideas and contributing to a positive morale as well as ensuring good time management and sufficient Boutique cover at all times



● Client advisor

Marni | Mar 2019 - Sep 2021

Womenswear, Accessories, Shoes & Handbags
! Working for this Italian label's concession in Selfridges as a Sales Assistant full time ! The key focus of my role is customer service, to deliver the brands fashion vision through excellent support to achieve sales targets ! Thorough product knowledge within all types of products the company produces. Ability to cross sell, styling different customer types, providing great care advice and a good rapport with regular clients ! An active team player that developed a strong bond with colleagues to hit the business

KPIs ! A key holder with responsibility to open and close the concession and supporting the manager ! Visual merchandising has been a major part of my role to ensure the layout of the section is always elegant, appealing, and neatly stocked ! Competency to accept store deliveries and transfer of new stock items ! Being a bilingual is a strong factor in building strong reputation with overseas customers who are drawn to our fashion

● Client advisor

Style Incorporated Agency | Nov 2018 - Feb 2019

GIOVANNI RASPINI

! Working for this Italian jewelry boutique, which is the first in the most high-profile street of London ! Supporting the team in achieving sales targets during the busy Christmas period ! Receiving extensive training on product knowledge, the POS till program, Microsoft such as word and excel ! Building a memorable rapport with clients through being attentive and meeting their needs through excellent customer service and delivery of the benefits of the product ! key holder and run the boutique to cover the managers time off. keeping email contact between the team in HO by creating a good relationship to ensure the business is running in a consistent, reliable manner ! Dealing with customer queries after the point of sale due to the high value of items, providing an outstanding level of after care ! Recorded sales and customer types through daily reports to record the best sellers ! Merchandised the boutique to the high standards that need to be complied with at all times in a commercial and effective way

● Season Agency

Four | Nov 2017 - Jun 2018

SELFRIDGES CONCESSIONS:

I have worked with a number of luxury brands, such as Chopard, Chanel Fine Jewelry, YSL, Dents, The Wedding Shop, Boucheron, Miu Miu, Jimmy Choo, Loquet, Missoni, Roksanda, Linely, Seraphine, Chanel Mayfair. My responsibilities included:

- Assisting clients with their purchase
- Ensuring all items of clothing are steamed and displayed on the shop floor
- Organizing pickups and deliveries for all Chanel goods
- Responding to emails and phone calls

● Assistant Manager

Signature Art Gallery Lagos | Oct 2006 - Jun 2008

" Assisting the Executive Director with his daily schedule and duties, to include managing his calendar, commitments, and travel arrangements
" Arranging meetings on the behalf of the Managing Director and drafting correspondence "
" Booking ticket, hotels and other necessary reservation for the managing director "
" Answering and managing incoming calls "
Maintaining files and records

Education & Training

- 2020 - 2021 ● **Ravensbourne University**
AHE Art and design with,
- 2018 - 2018 ● **City of Westminster College**
NOCN,
- 2016 - 2017 ● **Russian Institute of Arts**
completing,
- 2003 - 2004 ● **American University of Lebanon**
Bachelor of Science,