



Hugo Marsil

Open to Work!

Paris, France

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Links

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Languages

English (Fluent)

French (Native)

About

Results-driven job seeker with a proven track record in store management and sales within the fashion luxury industry while meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best drive business growth.

I am actively seeking a junior Visual Merchandising position. My enthusiasm for learning outweighs any lack of experience. By combining my detail-oriented personality with my in-store background, I am confident that I can pursue a career of passion and professional growth. I am eager to contribute to captivating visual displays that enhance the overall shopping experience. With adaptability and a drive to excel, I am committed to making a meaningful impact in the world of Visual Merchandising.

BRANDS WORKED WITH



Experience



Digital Sales Advisor

Christian Dior Couture | Jun 2023 - Jul 2023

As a Digital Client Advisor at Christian Dior Couture, the key responsibilities included providing exceptional customer service throughout the sales journey. This involved cultivating strong client relationships, offering personalised fashion advice, and showcasing expertise in Christian Dior Couture collections and brand heritage. The role also involved utilising digital platforms for virtual styling sessions, coordinating seamless transactions, and maintaining client databases. Collaboration with cross-functional teams, staying updated on the latest collections, and handling client inquiries were essential. Upholding Christian Dior Couture's values and contributing to the refinement of customer service strategies were additional aspects of the role.

Skill-set :

-Exceptional Customer Service: Proven track record in providing top-tier customer service, cultivating strong client relationships, and delivering personalized fashion advice to ensure an unforgettable sales journey.

-Digital Expertise: Proficient in utilizing various digital platforms for virtual styling sessions, coordinating seamless transactions, and maintaining up-to-date client databases, enhancing the overall client experience.

-Brand Ambassadorship: Demonstrated expertise in showcasing in-depth knowledge of Christian Dior Couture collections and brand heritage, contributing to the brand's reputation and elevating the client's perception of the luxury fashion house.

-Collaborative Aptitude: Highly skilled in collaborating with cross-functional teams to ensure a cohesive approach to customer service, and adept at handling client inquiries promptly and professionally.



Sales Advisor

Maison Margiela | Apr 2023 - May 2023

As a Senior Client Advisor at Maison Margiela, the main responsibilities included providing exceptional and personalised customer service to deliver a luxurious shopping experience. This involved cultivating strong client relationships, demonstrating expertise in Maison Margiela's cou-

ture collections and avant-garde aesthetic, and offering expert styling advice. The role also included coordinating private appointments, collaborating with atelier and craftsmanship teams, and processing high-value transactions with discretion. Maintaining client databases, collaborating with the visual merchandising team, and contributing to sales targets were essential aspects of the role. Staying updated on the latest couture collections, attending brand events, and upholding Maison Margiela's values and standards of excellence were additional responsibilities. Collaboration with cross-functional teams to support brand initiatives and contribute to refining customer service strategies rounded out the role.

Skill-set :

- Exceptional Luxury Customer Service: Demonstrated ability to provide personalized and luxurious customer service, cultivating strong client relationships, and offering expert styling advice to create a remarkable shopping experience.
- Couture Collections Expertise: Proficient in showcasing in-depth knowledge of Maison Margiela's couture collections and avant-garde aesthetic, elevating the client's perception of the brand and contributing to sales targets.
- VIP Coordination and Discretion: Adept at coordinating private appointments, collaborating with atelier and craftsmanship teams, and processing high-value transactions with the utmost discretion and professionalism.
- Cross-Functional Collaboration: Skilled in collaborating with various teams, including visual merchandising, to ensure seamless operations and support brand initiatives while continuously refining customer service strategies.



● Sales Advisor - VM Ambassador

Bottega Veneta | Nov 2022 - Apr 2023

As a Client Advisor at Bottega Veneta, the primary focus was on providing exceptional customer service and delivering a personalised and luxurious experience. Responsibilities included developing a deep understanding of Bottega Veneta's products, craftsmanship, and brand heritage. This knowledge was utilised to cultivate strong client relationships by offering personalised recommendations, styling advice, and showcasing expertise in collections and fashion trends. Coordinating VIP services, maintaining client databases, collaborating on visual merchandising, and exceeding sales targets were crucial aspects of the role. Processing transactions accurately, handling client inquiries and concerns, and staying updated on brand history and product innovations were also essential. Attendance at product training sessions, maintaining a polished appearance, fostering a positive work environment, and participating in store events and promotions were additional responsibilities. Upholding brand values, policies, and standards of excellence was integral to the role.

Skill-set :

- Personalized Luxury Experience: Proficient in delivering exceptional customer service and creating a personalized and luxurious shopping experience by providing expert styling advice and recommendations, showcasing brand expertise and fashion trends.
- VIP Services and Relationship Building: Highly skilled in coordinating VIP services, maintaining client databases, and fostering strong client relationships to exceed sales targets and elevate the brand's reputation.
- Brand Knowledge and Adaptability: Demonstrated ability to maintain an up-to-date understanding of Bottega Veneta's product offerings, craftsmanship, and brand heritage, adapting this knowledge to handle client inquiries, concerns, and product-related discussions.
- Events and Promotions Participation: Actively participates in store events, promotions, and product training sessions, contributing to a positive work environment and reinforcing brand values and policies.



● Assistant Coordinator

CHANEL | Sep 2022 - Nov 2022

As an Assistant Chargé d'Exploitation at Chanel, the role involved assisting in the oversight of day-to-day operations at the 19M building. Responsibilities included coordinating activities, events, and operations within the building, supporting facilities, maintenance, and security operations, and collaborating with teams and vendors for building main-

tenance and repairs. Implementing and enforcing building policies and safety guidelines, supporting special projects and event planning, and coordinating communication and collaboration between departments were key aspects of the role. Other responsibilities included managing internal communications, monitoring budgets and expenses, maintaining records and documentation, and assisting in onboarding and off-boarding processes. The role also involved managing access control and security procedures, conducting inspections for compliance, coordinating building maintenance services, and supporting sustainable practices and initiatives. Managing relationships with external partners, collaborating with technical teams for utility systems, handling tenant inquiries, and contributing to building efficiency and functionality were also important responsibilities. Staying updated on industry trends and best practices rounded out the role.

Skill-sets :

- Efficient Operations Coordination: Demonstrated proficiency in coordinating day-to-day activities, events, and operations within the 19M building, ensuring smooth operations and efficient collaboration between departments and external vendors.
- Building Management and Safety Compliance: Adept at implementing and enforcing building policies, security guidelines, and safety measures, while also conducting inspections to ensure compliance and supporting sustainable practices.
- Administrative and Budget Management: Highly skilled in managing internal communications, maintaining records and documentation, monitoring budgets and expenses, and assisting in onboarding and off-boarding processes for optimal efficiency.
- Technical Collaboration and Problem-Solving: Collaborates effectively with technical teams for utility systems, building maintenance services, and external partners, resolving tenant inquiries promptly, and contributing to building functionality and efficiency.



● Sales Specialist

Apple | Mar 2022 - Jul 2022

As a Client Advisor at Apple, the main focus was on providing exceptional customer service by assisting customers in a friendly and knowledgeable manner. The role required a deep understanding of Apple products and the ability to effectively communicate their features and benefits. Responsibilities included assisting customers in selecting the right products based on their needs and preferences, demonstrating product features and functionalities, and guiding customers through the purchasing process. Assisting with device setup and troubleshooting, staying updated on Apple products and industry trends, and collaborating with team members to achieve sales targets were essential aspects of the role. The position also involved offering personalised recommendations to enhance the customer experience, assisting with inventory management and stock checks, and accurately processing transactions using Apple's point-of-sale system.

Skill-based sentences:

- Exceptional Customer Service: Demonstrated ability to provide exceptional customer service by assisting customers in a friendly and knowledgeable manner, effectively communicating product features and benefits.
- Product Expertise: Proficient in understanding Apple products, guiding customers in selecting the right products based on their needs, and offering personalized recommendations to enhance the customer experience.
- Technical Troubleshooting: Adept at assisting customers with device setup and troubleshooting, ensuring smooth and seamless interactions with Apple products.
- Sales Support and Inventory Management: Highly skilled in accurately processing transactions using Apple's point-of-sale system, assisting with inventory management, and conducting stock checks to maintain product availability.



● Store Manager

Opulence Luxury & Vintage | Jun 2020 - Mar 2022

As a Manager at Opulence Vintage, the role involved overseeing overall store operations to maximise revenue and achieve sales targets.

Responsibilities included leading and training a sales team, providing exceptional customer service and personalised recommendations, and curating a high-quality inventory of luxury vintage items. Efficient inventory management, analysis of sales data and market trends, and implementation of visual merchandising strategies were key aspects of the role. Collaboration with the marketing team for promotional campaigns and events, maintaining the store's online presence and social media channels, and handling customer inquiries were also important responsibilities. Ensuring compliance with store policies and security measures, coordinating with external partners for item authentication and quality control, and conducting regular audits for inventory accuracy were essential tasks. Managing financial aspects such as budgeting and expense control, staying updated on luxury fashion trends and market dynamics, and collaborating on long-term growth strategies and customer expansion were additional responsibilities. Representing the store in industry events and collaborations with auction houses and brands rounded out the role.

Skill-set :

- Leadership and Team Training: Demonstrated proficiency in leading and training a sales team, providing exceptional customer service, and curating a high-quality inventory of luxury vintage items.
- Market Analysis and Visual Merchandising: Adept at analyzing sales data and market trends to implement effective visual merchandising strategies, contributing to revenue maximization and achieving sales targets.
- Brand Representation and Promotion: Highly skilled in representing the store in industry events and collaborations, collaborating with the marketing team for promotional campaigns and events, and maintaining the store's online presence.
- Inventory Quality Control: Proficient in coordinating with external partners for item authentication and quality control, ensuring that the store offers only authentic and high-quality luxury vintage items.

● Assistant General Secretary

Elephant Paname | Jan 2020 - Jun 2020

As an Assistant Secretary General at Éléphant Paname, the role involved assisting the Secretary General in overseeing day-to-day operations and administrative functions. Responsibilities included supporting ballet training room rentals and schedules, handling client inquiries and bookings, and providing excellent customer service. Managing contracts and documentation, maintaining booking systems and room schedules, and coordinating with instructors and stakeholders for smooth room use were essential aspects of the role. Other responsibilities included managing financial records, invoices, and payments, assisting in budget management and expense tracking, and maintaining accurate client databases. Preparing reports and presentations, assisting in organising special events and workshops, and handling administrative tasks and correspondence were also part of the role. Supporting marketing and promotion efforts, coordinating with external vendors for facility maintenance, and identifying areas for improvement and implementing enhancements were additional responsibilities. Maintaining a professional and welcoming atmosphere, adhering to policies, procedures, and safety guidelines, and contributing to strategic planning and development rounded out the role.

Skill-based sentences :

- Administrative and Operations Support: Demonstrated ability to support ballet training room rentals and schedules, handle client inquiries and bookings, and provide excellent customer service in a professional and efficient manner.
- Financial and Budget Management: Adept at managing financial records, invoices, and payments, assisting in budget management and expense tracking, and contributing to strategic planning and development.
- Coordination and Communication: Highly skilled in coordinating with instructors and stakeholders for smooth room use, managing contracts and documentation, and maintaining accurate client databases.
- Event Planning and Marketing Support: Proficient in assisting in organising special events and workshops, supporting marketing and promotion efforts, and maintaining the facility's online presence and social media channels.

- **Stylist**

INITIATIVE CLOTHING | Oct 2019 - Jul 2023

- **Assistant Production Manager**

STUDIO LAMVISION | Mar 2017 - Oct 2019

As an Assistant General Manager at Studio LAMVISION, the primary duties included assisting the General Manager in overseeing daily studio operations. Responsibilities involved coordinating recording sessions, managing client bookings, and developing business strategies and marketing initiatives. Managing studio budgets and expenses, maintaining and repairing studio equipment, and supporting staff hiring, training, and supervision were essential aspects of the role. Maintaining an organised and clean studio environment, updating and maintaining technological infrastructure, and providing technical support during recording sessions were also important responsibilities. Overseeing post-production processes, collaborating with artists and producers, and staying updated on industry trends and advancements were additional tasks. Building and maintaining industry relationships, handling client inquiries and conflicts, implementing studio policies and procedures, and contributing to studio growth and development were integral to the role.

Skill-set :

- Studio Operations Management: Demonstrated ability to oversee daily studio operations, coordinate recording sessions, and manage client bookings to ensure a smooth and efficient workflow.
- Technical Support and Equipment Maintenance: Adept at providing technical support during recording sessions, maintaining and repairing studio equipment, and updating and maintaining the studio's technological infrastructure.
- Financial Oversight and Human Resources: Highly skilled in managing studio budgets and expenses, supporting staff hiring, training, and supervision, and contributing to studio growth and development.
- Industry Knowledge and Relationship Building: Proficient in staying updated on industry trends and advancements, building and maintaining industry relationships, and handling client inquiries and conflicts professionally



- **Sales Advisor**

Urban Outfitters | Sep 2016 - Jan 2017

As a Sales Specialist at Urban Outfitters, the main focus was on providing excellent customer service by assisting customers in a friendly and knowledgeable manner. Responsibilities included understanding and effectively communicating product features and benefits, assisting customers in finding suitable sizes, styles, and items, and maintaining a clean and organised sales floor with appealing displays. Processing customer transactions accurately using the point-of-sale system, engaging with customers to offer personalised recommendations, and staying updated on fashion trends and the brand's aesthetics were important aspects of the role. Collaboration with the sales team to achieve sales targets, providing feedback on customer preferences and product performance, and assisting in organising in-store events and promotions were also key responsibilities. Handling customer inquiries, concerns, and complaints professionally, maintaining product knowledge through training sessions, and contributing to a positive and energetic work environment were additional tasks. Adherence to store policies, procedures, and safety guidelines, assisting with inventory management, and upholding visual merchandising standards rounded out the role.

Skill-based sentences :

- Excellent Customer Service: Demonstrated ability to provide excellent customer service, engaging with customers in a friendly manner, and offering personalized recommendations to enhance the shopping experience.
- Fashion Trends and Brand Aesthetics: Proficient in staying updated on fashion trends and the brand's aesthetics, using this knowledge to assist customers in finding suitable sizes, styles, and items.
- Sales Target Achievement: Adept at collaborating with the sales team to achieve sales targets, providing feedback on customer preferences and product performance, and utilizing upselling and cross-selling techniques.
- Visual Merchandising and Store Policies: Highly skilled in maintaining a

clean and organized sales floor with appealing displays, adhering to store policies, procedures, and safety guidelines, and assisting with inventory management.

● Business Developer Junior

ZEGOODMARKET | Jan 2016 - Jul 2016

Design, develop, and maintain business intelligence solutions and data analytics platforms.

Collaborate with stakeholders to understand reporting and analysis requirements.

Extract, transform, and load data from various sources into data warehouses.

Develop and optimize SQL queries for data manipulation and analysis. Create and maintain data models and visualizations for reporting needs.

Assist in building and maintaining data pipelines for smooth data flow. Conduct data quality checks and resolve inconsistencies.

Perform data analysis to generate meaningful insights.

Support data governance and security measures.

Identify process improvement and automation opportunities. Stay updated with industry trends in business intelligence and data analytics.

Document technical specifications and data lineage.

Troubleshoot and resolve issues with data integration and reporting tools.

● Sales Advisor

ABERCROMBIE & FITCH | May 2015 - Dec 2015

As a Brand Representative at Abercrombie & Fitch Co., the main focus was on providing exceptional customer service by offering assistance and recommendations to customers. Responsibilities included creating a welcoming atmosphere by greeting and engaging customers, possessing in-depth knowledge of company products, and assisting customers in finding suitable sizes, styles, and outfits. Maintaining a clean and organized sales floor, processing transactions accurately using the point-of-sale system, and addressing customer inquiries, concerns, and complaints effectively were important aspects of the role. Staying updated on fashion trends and offering fashion advice, collaborating with team members, and attending training sessions to enhance selling skills and product knowledge were additional responsibilities. Meeting sales targets, assisting with inventory management and visual merchandising, and utilizing upselling and cross-selling techniques were also key tasks. Building strong customer relationships for repeat business and loyalty contributed to the overall success of the store.

Skill-based sentences :

- Customer Engagement and Product Knowledge: Demonstrated ability to create a welcoming atmosphere, engage customers, and possess in-depth knowledge of company products to assist customers effectively.

- Sales Support and Visual Merchandising: Proficient in assisting customers in finding suitable sizes, styles, and outfits, processing transactions accurately, and maintaining a clean and organized sales floor with appealing displays.

- Fashion Trends and Brand Representation: Adept at staying updated on fashion trends and offering fashion advice, representing the brand in a positive manner, and attending training sessions to enhance selling skills and product knowledge.

- Customer Relationship Building: Highly skilled in building strong customer relationships to encourage repeat business and loyalty, contributing to the overall success of the store.

Education & Training

2018 - 2020 ● ICART

MBA: ART & CULTURAL MANAGEMENT, Management

