



# Hanna Cartwright

Wholesale Manager

📍 Epsom, UK

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## Languages

German (Basic)

Spanish (Basic)

Swedish (Native)

English (Fluent)

## About

Originally from Sweden, I have lived in the UK since 2004. In that time, I have gained a University degree and many years' experience within the fashion wholesale industry. I specialise in sales activities with particular insight into the jewellery sector as well as the accessories and luxury footwear industry.

### BRANDS WORKED WITH

Australia Luxe Collective Ltd

Continental Clothing Company Ltd

Mimi Berry Ltd

Ottoman Hands Ltd

Theory, Harvey Nichols

Vivienne Westwood Ltd

## Experience

### ● Wholesale Account Manager

Ottoman Hands Ltd | Aug 2016 - Now

Managing all wholesale accounts on an international level

- Dealing with the full critical path from taking the order through to negotiating payment terms, invoicing and delivery
- Setting and managing buyer's appointments during the season
- Organising our stand and attend trade shows such as Top Drawer in London and Who's Next In Paris
- Working closely with the founder and full team to create seasonal collections twice a year
- In charge of producing the seasonal line sheet
- First point of contact with our workshop in regards to production orders and logistics
- Shipping orders and being in charge of commercial invoices and other necessary paperwork
- Introduced several stock management systems such as Zedonk and TradeGecko
- Managed 1 member of staff

### ● Wholesale Account Manager

Mimi Berry Ltd | Jun 2015 - Jun 2016

Managed all wholesale accounts

- Dealt with the full sales process from taking the order at the trade show through to shipping
- Built the wholesale log in website for each season, using CartThrob and uploaded imagery, descriptions and price structures for each product
- Was in charge of e-commerce sales and worked with Shopify as the main platform
- Supervised stock levels by using TradeGecko as the inventory system and liaised with the UK based warehouse on a daily basis
- Worked in a bookkeeping capacity by overlooking the company accounts using Xero and worked closely with the accounting firm in regards to payroll and reconciling invoices
- Maintained all retail customer service requests including bespoke orders, repairs and general enquiries
- Managed social media platforms such as Facebook, Instagram and Twitter by contributing with content and ideas to increase interaction
- Introduced new systems to the running of the company including izettle for shop payments, Survey Monkey for customer feedback as well as setting up the company pension scheme

### ● Wholesale Account Executive at

Australia Luxe Collective Ltd | Jun 2014 - May 2015

Managed key accounts and was the main contact for international sales agents, following through the sales process from beginning to end

- Processed e-commerce sales received via the website using Wordpress and its WooCommerce extension
- Maintained the company's customer service department via e-mail, phone and social media
- In charge of obtaining customer payments in a credit control capacity
- Arranged Off Price sales with multiple sales partners to clear out of

season stock

- Reported and analysed sales activity
- Stock list management
- Assisted with creating content for social media platforms

### ● **Account/Showroom Manager at**

Continental Clothing Company Ltd | Mar 2010 - Jun 2014

Managed the showroom and had daily sales appointments with clients showing them the full range in depth and finalising sales orders. I also put together monthly sales reports to analyse how the showroom performed, as well as being in charge of the layout and presentation

- Dealt with the factory directly for bespoke manufacturing sales accounts. This included quoting requests, putting together sales orders as well as following up on these to guarantee quality and time scales were kept
- Set up and managed the company's social media presence
- Worked with b2b marketing within the company
- Organised and ran the company's stands at UK and European trade shows, focusing on raising the company profile as well as creating new sales opportunities within the fashion and print industry
- Took part in designing new products to be included in the range, concentrating on research and played a large part in colour and fabric selections
- Helped the company maintaining its focus on organic cotton and sustainability by assisting with the certification and factory sourcing

### ● **Assisting Manager at**

Theory, Harvey Nichols | Aug 2009 - Mar 2010

Ran the concession together with the concession manager which included managing a small team of staff as well as analysing sales figures and weekly targets

- I was the highest achieving sales representative in the team and was reaching sales targets on a regular basis
- Visual Merchandising was a large part of the job and I often re-arranged the sales floor and put together outfits for mannequins and displays

### ● **Press Office Intern at**

Vivienne Westwood Ltd | Jan 2007 - Jun 2007