



Kirstie McCarthy

A client centered luxury fashion customer care associate with a background in data science and eCommerce.

📍 London, UK

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Languages

English (Fluent)

About

A

BRANDS WORKED WITH

Issey Miyake

ISSEY MIYAKE

Louis Vuitton

Pickering International

San Francisco Museum of Modern Art

Vinterior (Remote)

Experience



● Customer Service Assistant

ISSEY MIYAKE | Oct 2022 - Now

Pack orders with exceptional care to ensure that the correct goods reach our clients, on time and are beautifully presented. Process exchanges and returns and monitor order exceptions such as stock-outs and failed deliveries to ensure that they are resolved to a positive conclusion Collaborate with colleagues in-store to minimise issues in our online order processes and share comments and feedback from customers regarding their shopping experience.



● Sales Associate

Issey Miyake | Aug 2021 - Apr 2022

Handled general requests from clients about product information, shipping documents, product images, and garment measurements. Maintained a running knowledge of the inventory and assisted with the monthly intake of new stock. Maintained an extensive knowledge base of the Issey Miyake brand portfolio and historical knowledge of the company's multidisciplinary history.

● Operations Associate

Vinterior (Remote) | Aug 2021 - Oct 2022

Offering bespoke client service experience to 500+ sellers including assisting with Order Disputes, VAT enquires, and Logistic Coordination. Delivering a high level of customer service across multiple channels of communication including phones, chat, and email. Supporting buyers and sellers with resolving order disputes, escalations and damage claims by mediating conflicts and aiding in creating resolutions. Analysing datasets from buyers and sellers to enhance the user experience on the Vinterior platform. Implementing these findings by creating streamlined processes to assist with customer satisfaction.

● E-Commerce Coordinator

Pickering International | Oct 2019 - Mar 2020

Assisted with maintenance and updates of the eCommerce site through Shopify, including daily operations, order management, product uploads, and web design. Maintained fabric archive, ensuring accurate record-keeping and organisation of site updates including homepage changes, landing page updates, and special projects Monitor incoming payments from designated stores, and created shipping overviews and account statements. Collaborated with the stock, merchandising, and customer support team ensuring timely & accurate set up of product pages for each release

● Event Coordinator

San Francisco Museum of Modern Art | Feb 2016 - Mar 2020

Coordinated an assortment of donor events including SFMOMA's biannual fundraising event Art Bash, which saw headline performers such as Solange and Little Dragon. Collaborated closely with key stakeholders throughout the museum including the Board of Trustees, Cross-Departmental Colleagues, and External Vendors to ensure the successful execution of events. Coordinated the timely and safe load in of Catering,

AV, Florist and an assortment of event specific vendors for museums events.



- **Client Care Associate**

Louis Vuitton | Oct 2015 - Feb 2016

Worked in a high-volume call centre fielding 80+ phone calls, emails and chats daily from a range of clients covering North America and Puerto Rico. Maintained a working Knowledge of Louis Vuitton's expansive product catalogue of handbags, accessories and shoes.

Education & Training

2016 - 2019

- **San Francisco City College**

Associate Degree in Art,