



# Venisha Francis-Brown

Community Associate @ Huckletree | Communication, Organisation, Event Coordination | Luxury client advisor

[View profile on Dweet](#)

## Links

[LinkedIn](#)

## Languages

English (Native)

## About

Experienced retail professional with a strong background in luxury and high street environments. Proven skills in customer service, visual merchandising, and driving sales at Harrods and Arket. Passionate about delivering personalised shopping experiences and enhancing customer relationships.

### BRANDS WORKED WITH

- Arket
- Huckletree
- GFS
- Harrods
- ELLE Magazine
- Victoria and Albert Museum
- & Other Stories

## Experience



### ● Sales Advisor

Arket | Nov 2023 - Now

Provide exceptional customer service, focusing on size, fit, materials, garment care, and styling advice at various points in the store (cash point, fitting rooms, shop floor).

Actively engage in increasing sales and enhancing the customer experience.

Stay informed on products, materials, sales activities, and the stories behind products to enrich customer interactions.

Maintain a positive attitude and communicate warmly, ensuring customers feel valued and understood.

Work efficiently in a team, with a strong focus on driving store profitability.

Multitask effectively and possess an outgoing, customer-centric personality.



### ● Community Associate

Huckletree | Aug 2023 - Aug 2024

Overseeing Soho Hub's expenses and budgets to maintain cost-effectiveness, consistently staying 8% under budget each month.

Organise and oversee community events, workshops, and activities to promote social interaction.

Keeping community members informed about news and upcoming events through monthly and weekly newsletters.

Respond promptly to inquiries and concerns through platforms such as Nexodus and Doorflow.

Serving as the initial point of contact for health, safety, and facilities-related issues.

### ● Activity Leader

GFS | Jul 2023 - Jan 2024

Plan, organise, and execute a diverse range of recreational activities, workshops, and events for participants between the ages of 6 -11.

Develop detailed activity schedules, including timelines, resources, and equipment needed.

Coordinate logistics, such as location selection, transportation, and reservations, to ensure smooth activity execution.

Collaborate with team members to create engaging and innovative activity programs.

Foster a positive and inclusive environment to encourage participant involvement and interaction.

### ● Moschino Senior Brand specialist

Harrods | Jul 2020 - Sep 2023

Increasing brand loyalty by acting as a brand ambassador where I communicate the philosophy and culture of brands to new and existing clients.

Maintaining and developing client relationships through virtual concierge, helping clients worldwide access products from women's and

men's ready to wear, to homeware, beauty and children's wear.

Writing of weekly reports updating head office on trade, trends and competitor activity.

Meeting and exceeding monthly sales goals and KPIs by 25% YTD.

Effectively dealing with customer complaints by coordinating with management and customer services to deliver fair and impartial solutions.

### ● **Lingerie and Nightwear Specialist**

Harrods | Dec 2017 - Jul 2020

Providing luxury shopping experience through excellent product and fit knowledge.

Establishing and maintaining client relationships through a tailored shopping experience

Drafting sales reports on client feedback, sales targets and product sell through.

### ● **Library Assistant**

Iniva (Institute of International Visual Arts) | Jun 2017 - Jun 2018

- Curating reading lists relevant to library collection
- Assisting with the setting up of events, library talks and tours
- Indexing and abstracting reading material
- Sorting and shelving used and incoming books
- Researching and writing of blog posts



### ● **Fashion Intern**

ELLE Magazine | Jun 2017 - Jul 2017

- Assisting the fashion team on shoots both studio and on location
- Communicating with brands and PR's regarding credits/products
- Assisting in the management of fashion cupboard
- Calling in and return of clothes and accessories



### ● **Sales Advisor**

Victoria and Albert Museum | Jun 2016 - Aug 2016

- Delivering exceptional service through strong product knowledge
- Restocking and tidying of shop floor to maintain visual standards
- First point of contact for customers
- Assisting customers with designer jewelry purchases



### ● **Sales Advisor**

& Other Stories | Sep 2015 - Dec 2016

- Visual assistant and responsible for lingerie department
- Generating weekly sales reports to update team
- Processing product pushes
- Planning stock moves and replenishment

### ● **Administrative Assistant / Marketing Assistant**

Az Art London | Feb 2014 - Feb 2015

### ● **Shop Assistant**

Book and Kitchen Ltd | Aug 2013 - Mar 2015

## **Education & Training**

---

2012 - 2015

### ● **University for the Creative Arts**

Bachelor's degree Fashion Promotion and Imaging,

2010 - 2012

### ● **City and Islington College**

BTEC Extended diploma in Art and Design (Fashion Pathway),