



Jeanne le Mouëlic

Sales Development Consultant
| Growth and Customer Service Excellence Specialist

Paris, France

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Languages

French (Native)

English (Fluent)

Spanish (Fluent)

Chinese (Basic)

About

With over 10 years of experience in the luxury retail sector in France and abroad, I help brands grow and enhance their brand image. My goal is to optimize your results and processes, ensure service excellence, and thereby achieve maximum customer satisfaction.

Key Skills and Expertise:

Optimization of Results and Processes: Implementation of effective strategies and procedures to improve and sustain Commercial performance.

Service Excellence: Training and supporting Teams to deliver an exceptional Customer Experience.

Customer Satisfaction: Developing Customer-Centric strategies to retain your existing Clientele and attract new prospects.

My Assets:

Field Expertise: With over 10 years of experience in Luxury Retail, including at Celine (LVMH), where I led teams in strategic retail locations.

Personalized Approach: Every brand is unique, and I tailor my solutions to specifically meet your needs and objectives.

Innovative Strategies: Implementing simple and effective Selling Ceremony processes, focused on customer satisfaction and innovation.

My Mission:

To place the Customer at the heart of the Sales Strategy through proven methods and a personalized approach. By collaborating with me, you will benefit from solid expertise to stand out through excellent customer experience, retain your clientele, and recruit new prospects.

YOU are looking for Passion, Excellence and Commitment to delivering results? Contact me!

BRANDS WORKED WITH

Celine

Eric Bompard

Michael Kors

Experience



● Store Manager

Celine | Mar 2023 - Now



● Assistant Store Manager

Celine | Jun 2022 - Mar 2023



● Department Manager Paseo de Gracia

Celine | Sep 2019 - May 2022



● Department Manager Galeries Lafayette Haussmann LG & Accessories

Celine | Mar 2018 - Sep 2019



● Assistant Store Manager Flagship Champs Elysées

Eric Bompard | Nov 2015 - Mar 2018

-Sales: Training instore, launch of loyalty program, coaching and follow up of the team results (KPI trackers analysis)

-Flagship merchandising: Ensure visual identity and display suggestions (align with sales results and stock) -Management: Team of 25 Multi-Cultural Employees. Promote goal oriented spirit, positive environment on



the floor and management of After Sales Service.
-Store Organization: Coordination between FO and BO, Creation of Schedules based on peak activity and identify talent
-Stock Management: Control items flows, supply and inventory

● Sales Supervisor

Michael Kors | Oct 2013 - Nov 2015

Monitoring KPI's performance

- Daily brief
- Follow up and analysis per hour of the store sales results
- Development of guidelines and process

Management (Team of 15)

- Zoning and greeting management
- Promotion of a Performance environnement
- Monitoring customer experience based on MK Selling ceremony -In charge of induction and be part of identification of Talents

Brand Ambassador

- Coordination of training products and Michael Kors sales step
- Embody The Jet Set Energy and the image of Michael Kors

Education & Training

2009 - 2011 ● **EM Normandie Business School**

Master's Degree Cross Cultural Marketing and Negotiation,

2005 - 2009 ● **Université de Nantes / University of Nantes**

Bachelor's degree applied to foreign languages (English, Spanish and Chinese),