



Konstanin Pilipenko

Sales advisor

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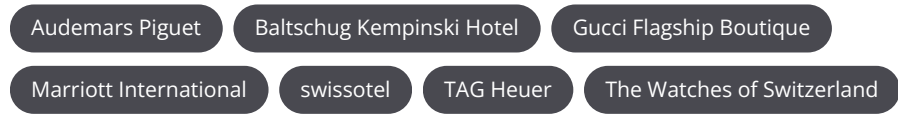
Languages

- Russian
- English

About

• UK student in Hotel Management • Holder of « Les clefs d'or » • +15 years of experience at key VIP brands • 36 y.o.

BRANDS WORKED WITH



Experience

● Sales Consultant

The Watches of Switzerland | Mar 2023 - Oct 2023

- Registration & preliminary estimation of watch repairs (after-sale service);
- active usage of IFC procedures (V12);
- handling of all necessary paperwork linked to the sales and other operations;
- adjustment of watch lengths and straps for due client satisfaction;
- active participating in group meetings on fruitful developments and new sale concepts suggestion.



● Sales Advisor

Audemars Piguet | Jan 2020 - Jan 2022

- Daily communication with the HNWI clients for sale or after sale services;
- providing detailed technical information on all models of watches of the group;
- evaluation of client portfolios, approval of client portfolios, active participating in company team-buildings.



● Sales Advisor

TAG Heuer | Jan 2019 - Jan 2020

- Welcoming and informing customers about sales/discounts;
- communicating precisely with customers about goods/services, updating customer information;
- monitoring inventory, operating cash register/scanner, independent and quick trouble-making solution development for vast issues;
- permanent development and updating of clients database and marketing/campaigns proposals;
- customer care service, completion of boutique sales and achievement of personal sales plans.

● Sales Advisor

Gucci Flagship Boutique | Jan 2018 - Jan 2019

- Discussing with clients on general trends in the fashion world and developments in the luxury market,;
- maintaining an active, accurate, neat and organized client book;
- contacting clients regularly and providing appropriate follow-up on all sales or client requests;
- contributing to upholding the visual display of all products in accordance with Gucci visual standards;
- working 100% as a team player and partner with fellow colleague to maintain the friendly environment at boutique;
- capturing meaningful customer data according to the Company tools (CRM), for the purposes of connecting with the client;
- building relationships and personalizing future client development opportunities;
- maintaining an active, accurate, neat and organized client book;
- contacting clients regularly and providing appropriate follow-up on all sales or client requests;
- due completion of boutique sales and achievement of personal sales plans.



● Sales Advisor

IWC Schaffhausen | Nov 2015 - Apr 2018

- Cultivating and developing new and existing client relationships, through exceptional client care;
- brand CRM initiatives and permanent networking;
- daily client relationship via developing the regular ways of communication;
- proactive resolving client issues;
- participating multi-category boutique coverage;
- operational support;
- daily set up and break down of boutique for opening/closing;
- assisting with group projects as needed (inventory, organization, restocking of supplies, etc.);
- maintaining the visual standards of the boutique (arranging the products, keeping the space clean and attractive & etc...),
- over-exceeding the sale plan of the boutique (regular encouragement for the excellent respecting standards and results...).

● Act. Chief Concierge

Baltschug Kempinski Hotel | Jan 2014 - Jan 2015

- Greeting guests/customers, managing guest/customer concerns (including further necessary follow-up actions);
- taking messages, managing mail, luggage and deliveries;
- performing all administrative reception duties, running errands to assist guests;
- arranging transportation and excursions upon visitor request;
- providing all necessary information and recommendations on local features, attractions, shopping, restaurants, dining, entertainment, nightlife, and recreation;
- arranging tours and activities, making dinner/event reservations for guests, obtaining tickets for events, arranging special services;
- providing or arranging for general business services for guests;
- managing customer/guest requests for housekeeping and/or maintenance developing network of contacts, service providers and businesses within their communities to serve guests;
- interacting with other hotel departments to ensure full guest service;
- management of "pick-up" department (4 employees) and porters division (9 employees).

● Brand Representative

Bentley Mulspanne, Bentley Flying Spur W12 Serenity Edition | Jan 2014 - Jan 2015

- Greeting & registration of new clients arriving at the dealership;
- showcase the dealership's vehicles and explain their features and warranties to customers;
- answering customer questions about cars;
- and purchase process, accompanying customers on test drives;
- collecting licenses and documentation beforehand per best practices;
- negotiating car prices and trade-in values for customers' vehicles;
- coordinating with the department to determine each customer's and ownership options;
- contacting past customers to ensure they are happy with their vehicles;
- receiving incoming and outgoing phone calls from customers;
- interaction with dealers/ clients of the stand: coordination of meetings on the list and schedule, making adjustments and clarification of work with clients on site.

● Russian Seasons Hotel | Jan 2013 - Jan 2014

Concierge, Member of « Les clefs'd'or »

Russian Seasons Hotel, Sochi, RU

- Managing Front House department incorporation;
- writing SOPs, maintaining and establishing sustainable cooperation with group suppliers and stakeholders;
- proactive participating in preparing major hotel services to the Olympics 2014 Sochi;
- organisational interaction with Olympic sponsors;
- preparing the campaigns and hotel prior to the hotel opening;
- handling guest accounts;

• arranging the daily guest issues (bookings or events, pick-up services, restaurants & etc).



● swissotel | Jan 2010 - Jan 2011

Concierge
Swissotel, Moscow, RU



● Marriott International | Jan 2008 - Jan 2010

Concierge
Marriott International, Moscow, RU

- Providing guest services, including tourist information, tour arrangements, VIP hall and air tickets reservations;
- assisting guests with hotel reservations & etc; greeting new guest arrivals;
- being in charge of complaints-service and thoughtful monitoring for each case ;
- luggage management; providing detailed and promotional information on additional hotel services;
- local events and sightseeing areas and make additional travel arrangements; making all necessary reservations "on demand" (restaurants, leisure sites, business meetings arrangements & etc);
- regular maintaining g and updating of client database;
- organising the group of receptionists to ensure the high quality service; helping with special events from planning to setting up and tearing down.

● SALES ADVISOR

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- 20 hour week till October 2024, after - full-time
- Action oriented, assertiveness in negotiating and closing the deal
- Excellent communicator, able to develop a network
- Good organisational skills on multitasking
- Open-minded to obtain new hotel experiences worldwide
- HNWI's clients sales relationships
- Team player, positive and constructive approach
- Team-management
- Friendly and client-oriented

Front Desk (10+ years) Team Management (10+ years) Training (10+ years) Presentation skills Sales skills (10+ years) (6 years)

Education & Training

2023 - 2024 ● **University of West London**

Master of Management,

2008 - 2013 ● **Plekhanov Russian Academy of Economics**

Business Administration,

2005 - 2008 ● **Moscow College for Hotel & Restaurant business**

Hotel business,