



Holly Love

Account Director

Bournemouth, UK

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Languages

French (Basic)

English (Fluent)

About

Outstanding leader in retail sales, purchasing and field management, with 10 years' experience and track record of exceptional performance, innovative strategy implementation and motivational staff engagement.

Strategic business planner, with a proven track record in KPI achievement, team leadership and continual process improvement, leading evaluation of systems and processes to identify opportunities for change across sales, training, operations and negotiations. Passionate about working with customers, suppliers and partners to close sales and achieve growth together.

Passion for luxury retail, engaging with luxury clientele and providing exceptional service and appropriate etiquette.

BRANDS WORKED WITH

French Connection

SELFRIDGES London

Sherwin-Williams

Superdry

Victoria's Secret London

Experience



● UK Account Director – Trade & DIY

Sherwin-Williams | Sep 2020 - Now

Home Based – Turnover £12 Million PA Role: Account Director responsible for Wholesalers, Discounters, Multiples and Internet business. Managing accounts to drive YOY growth, P&L, negotiating, trading agreements, managing and implementing rebates (direct and indirect), pricing, promotions, range reviews, working with key stake holders in all accounts, collaboratively working with internal departments e.g., finance, sales teams, customer service, supply chain etc. Working with buyers in Discounters, Multiples, Grocers, wholesalers and indirect customers to drive growth, agree NPD, agree pricing strategies within the market and negotiate for incremental business.



● Regional Sales/Account Manager

Sherwin-Williams | May 2015 - Sep 2020

South West – Turnover £24Million PA Role: Paint Vendor supplying to the largest DIY chain in the UK. I started with Sherwin Williams as a Territory Area Manager where I managed 7 stores within the B&Q account. I developed quickly into the role and enjoyed every aspect from training store teams to business consultancy. I was promoted to Regional Supervisor covering South Coast and Ireland where I thrived getting back into people management. 2018 saw me move into the Regional Manager role for South West covering 47 stores. As a Regional Manager my role is to develop people and liaise with account stake holders within the South West Region. Leading a team of 10 Territory Consultants to drive excellent working partnerships, drive profitability and exceed sales targets. A large part of my role is to build relationships, provide consultancy within business sectors and change the DIY paint buying culture through strong business partnerships ensuring our customers chose us as their preferred vendor. Growing and developing my team is one of my key strengths where I use different coaching styles and methods to ensure they achieve their maximum potential. Alongside this I have had a chance to manage projects such as a lead for a sales campaign, recruiting and hiring 25 temporary staff to drive incremental sales into our customer.



● Store Manager

French Connection | Jul 2013 - May 2015

Role: Training and development of staff, managing financial budgets, exceeding targets and working towards KPI's set, delivering exceptional customer service, maintaining brand image, stock handling, payroll management, recruitment, working alongside local businesses in

Bournemouth to market the brand, attend area meetings as an area support manager for other ihh

- **Category Manager/Category Buyer**

Victoria's Secret London | Jan 2012 - Jul 2013

New Bond Street/Westfield – Turnover £110 Million PA Role: Category Manager for PINK – high end sub brand within Victoria's Secret, positioned at the Worldwide Flagship store in New Bond Street. Category buyer for VS PINK beauty. I was responsible for a team of 40 staff who reported directly into me. I undertook reviews, schedules, product feedback reports, calling in new stock from the US, participating in weekly store walk-throughs with global managers and CEO of Victoria's Secret. Buying involved working with global supply chain, packaging suppliers and management teams on ensuring we had the best products to suit the London consumer portfolio.

- **–Concession Manager**

SELFRIDGES London | Jan 2011 - Jan 2012

Progressed with my career with Superdry and moved to London to work within Selfridges as Concession manager. I took on more responsibility as we had higher sales plans to make due to it being the flagship concession. Responsible for a team of 7, ensuring Rotas', holidays, payroll was completed. Solely responsible for producing weekly trade reports, requesting stock levels, and the hiring and training of seasonal staff.



- **– Supervisor**

Superdry | Dec 2010 - Sep 2012

Harrods/Selfridges London – Turnover £4Million PA. Role: My duties whilst working for Superdry were; taking delivery, replenishment, stock handling, preparing and completing stock take, preparing figures and targets, visual merchandising the department, representing the brand professionally, compiling trade reports weekly and making sure the area manager receives them.

Education & Training

2000 - 2005

- **Avonbourne School**

NVQ Level 3,