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RETAIL PROJECT MANAGER

With a 5 years experience in leading luxury companies, I developed true expertise and passion in retail management. My professional path has been driven by a customer centric approach, and my vision has been enriched by both experiences in project management within headquarters teams, and retail management in the front office.

WORK EXPERIENCE

- Since 2017: **Worldwide Retail Operations Project Manager** - Balenciaga (2 years)
- Developing & implementing retail tools & customer centric solutions
 - Managing & improving retail tools order processes
 - Developing & monitoring retail guidelines & processes
 - Improving the structure of the service in a fast-growing environment
 - Managing and leading regional counterparts (9 senior Operations Managers)
- 2016-2017: **Bottega Veneta & Burberry Stores Manager** - Lagardère Travel Retail (1,5 year)
- Developing commercial performance (using relevant KPIs)
 - Managing a team of 12 salespersons
 - Organising schedules and managing administrative tasks
 - Monitoring customer service quality
 - Managing stocks, store layout, and Visual Merchandising
- 2015-2016: **Showroom Coordinator** - Hermès Maroquinerie Sellerie (6 months)
- Sales team (35 people): recruiting and training
 - Managing a team (8 receptionists)
 - Managing schedules and commercial appointments
 - Coordinating scenography and stand installation
 - Creating sales tools
- 2014-2015: **Customer experience & Visual Merchandising Assistant** - Hermès Maroquinerie (8 months)
- Developing & deploying POS materials & selling tools (about 400 international stores)
 - Visual merchandising: preparing guidelines and materials dedicated to stores
 - Managing photo shoots (for merchandising materials and for the e-shop)
 - Managing customer events (collection presentation to VIC in Japan)
- 2011-2015: **Sales Advisor** - Louis Vuitton Saint Tropez, Hermès George V, Gucci Avenue Montaigne (8 months)
- Advising Customers
 - Managing and controlling the stocks
 - Visual Merchandising: optimising facings

EDUCATION

- 2010-2014: **Master of Science in International Management** - Reims Management School
- **Major: Luxury Marketing**
 - Thesis: Luxury brands Customer Relationship Management strategies Including an exchange semester, University of Nottingham, United Kingdom
- 2008-2010: **Two-year undergraduate studies** in business to prepare for French graduate schools entrance
- 2008: **French Baccalaureate** (with honours)

PROFESSIONAL SKILLS

- Languages:** English: fluent (TOEFL score: 98 - TOEIC score: 960)
Spanish: moderate
- IT:** Perfect command of the Office pack, SPSS, Infor M3, SAP. Notions of Photoshop

MISCELLANEOUS

- **Sport:** tennis, football, squash
- **Dancing, singing and playing in Musicals** (2011, 2012, 2013, 2014, 2019)