

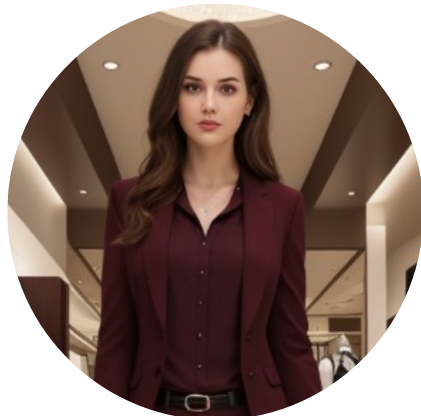
JEANNE KESLER

Luxury Fragrance Sales Associate

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Los Angeles, CA



PROFESSIONAL SUMMARY

Dynamic and results-driven Luxury Fragrance Sales Associate with over 7 years of experience in the high-end retail sector across the US and Europe. Expert in luxury fragrances with a deep understanding of product knowledge, brand storytelling, and market trends. Fluent in English and French.

EDUCATION

2014 - 2018

Diplôme de Grande École in Luxury Brand Management

ESSEC Business School / Paris, France

SKILLS

- Luxury Sales Techniques **Expert**
- Fragrance Knowledge **Expert**
- Customer Service Excellence **Expert**
- Event Coordination **Expert**
- POS Systems & Inventory Management **Expert**

COURSES

2023

Certified Fragrance Specialist

International Fragrance Association

2021

Advanced Customer Service Training

Luxury Retail Academy

LANGUAGES

- French (Bilingual)

EXPERIENCE

2022 - 2024

Fragrance Sales Associate Chanel / Los Angeles, CA

- Achieved a 20% increase in sales revenue by leveraging deep product knowledge and personalized customer service.
- Conducted one-on-one consultations to identify customers' preferences and recommend tailored fragrance solutions.
- Maintained comprehensive knowledge of new and seasonal fragrance launches, ensuring clients received up-to-date product information.

2019 - 2022

Sales Associate Dior Beauty / Los Angeles, CA

- Consistently exceeded monthly sales targets by up to 30% through proactive customer engagement and upselling techniques.
- Developed a loyal customer base by delivering exceptional service and personalized fragrance recommendations.
- Assisted in visual merchandising and maintaining the boutique's aesthetic to align with the brand's luxury image.

2017 - 2019

Fragrance Sales Associate Dior Beauty / Paris, France

- Developed and executed bespoke fragrance consultations for high-profile clients, enhancing their luxury shopping experience.
- Managed exclusive in-store events, including private fragrance launches and VIP customer receptions, contributing to increased brand loyalty.