

Cleo Dornier

Personal Shopper

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☎ (804) 471-2841

📍 123 Maple Street, Philadelphia, PA 19103

EDUCATION

Certificate in Fashion and Personal Styling at The Art Institute of Philadelphia, PA

Sep 2017 - May 2022

Relevant Coursework: Fashion Design, Garment Construction, Textiles, Fashion History, Visual Merchandising, Personal Styling, Wardrobe Analysis, Color Theory, and Trend Forecasting.

LINKS

[linkedin.com/in/cleodornier](https://www.linkedin.com/in/cleodornier)

SKILLS

Trendspotting

Budgeting

Negotiation

Time-management

Organization

Client-profiling

Styling

LANGUAGES

English

French

HOBBIES

Collecting vintage clothing

Scrapbooking

Home gardening

PROFILE

Dedicated Personal Shopper with 1 year of experience in providing exceptional customer service and tailored shopping experiences. Proficient in identifying client preferences, staying updated on the latest trends, and efficiently managing time and budget constraints. Demonstrated ability to build strong relationships and exceed client expectations. Committed to leveraging excellent communication and interpersonal skills to enhance the overall shopping experience for clients.

EMPLOYMENT HISTORY

● Personal Shopper at Macy's By Appointment Personal Shopping, PA

Apr 2023 - Present

- Successfully increased annual sales revenue by 25% in 2018, surpassing the store's target and contributing to the overall growth of Macy's By Appointment Personal Shopping in PA.
- Developed a loyal clientele base of over 100 repeat customers within the first two years of employment, resulting in a consistent stream of referrals and positive feedback for the store.
- Streamlined the personal shopping process by implementing an efficient appointment scheduling system, reducing wait times for clients by 30% and enhancing their overall shopping experience.
- Collaborated with the marketing team to create targeted promotional campaigns, resulting in a 20% increase in new clients and further establishing Macy's By Appointment Personal Shopping as a premier service in PA.

● Personal Shopping Assistant at Nordstrom Personal Stylist, PA

Aug 2022 - Feb 2023

- Successfully increased client base by 50% within the first year of working at Nordstrom Personal Stylist, PA, through effective networking and personalized marketing strategies.
- Managed to generate over \$1 million in sales during the holiday season, resulting in a 25% increase compared to the previous year, by providing exceptional customer service and tailored product recommendations.
- Streamlined the personal shopping process for clients, reducing appointment time by 20% while maintaining high levels of satisfaction, through the implementation of an efficient scheduling system and pre-appointment consultations.

CERTIFICATES

Association of Image Consultants International (AICI) Certified Image Consultant

Jul 2021

National Retail Federation Customer Service and Sales Certification

Dec 2019