# JONATHAN ANTOSHKA



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# **PROFILE**

I am a Student At New York University studying Organizational Behavior and Change in Social Sciences. Concurrently, working as a Boutique Manager for Jo Malone London in the heart of New York City; Midtown, Manhattan. I enjoy working with students, faculty, and my colleagues reaching towards tangible, but stretched goals.

I'm interested in utilizing my skillset to transition into a corporate position where I can share my expertise in Store Operations, People Operations, Training & Development, and overall Customer Service Experiences in efforts to reach your organizational objective.



# **■** WORK EXPERIENCE

11/2016 - present **Boutique Manager** Jo Malone London, New York, United States of America

## **Store Operations**

- Restored boutique's reputation for effectively serving the needs of our clients through careful staff management, effective client relations, and smooth service delivery.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to the needs of the business
- Leveraged social media and brand marketing to achieve brand awareness, in efforts to promote instore animation, new launches, and events.
- Partnered with Field Director and Field Executive to interview, hire, train and develop Store Managers, Counter Managers, and JML Stylists in order to build and sustain high in-store performance.
- Monitored client buying trends, market conditions and competitor actions to adjust strategies and achieve daily, monthly and yearly sales goals.
- Maintained and organized inventory receipts and efficiently accept, and transfer shipments.
- Efficiently facilitate and counted all physical inventory and generated department audit reports during store inventory counts.

# **People Operations**

- Managed a team of full-time and part-time staff, including training new employees and monitoring daily weekly and monthly performance.
- Set, enforced, and optimized internal policies to maintain efficiency and responsiveness to the needs of the organization.
- Applied performance data to evaluate and improve staff's productivity, operations, target to

# **■** WORK EXPERIENCE

current business status in efforts to forecast

- Produced reports to evaluate performance, adjust strategies, and maintain agile and sustainable operations on a weekly basis.
- Kept morale high with high-energy, collaborative leadership style, regularly incorporating employee feedback, and engaging employees for important projects.
- Provide support and consultation across stores on complex issues, staff, managers, and boutique managers for New York stores.

## **Customer Service Excellence**

- Authentically provide a welcoming, and personalized service to our clients in order to achieve client retention and overall sales targets.
- Ensure that each client has a unique and inspirational consultative in-store experience while educating and inspiring each client throughout their visit.
- Strengthened and maintained Client Books with each Stylist in order to maximize client relationships by keeping track of their purchases with Thank You Notes, Reinforcement Calls, and Replenishment Calls, suggest new merchandise and inform them about new launches and upcoming private events.
- Host and conduct private events in efforts to build maintain forecasted goals on a weekly basis through Jo Malone London's Service Menu on-site and off-site.

**General Manager** 09/2011 - 03/2016Brooklyn Industries, New York, United States of America

## **Store Operations**

- Assisted and represented all stores during, line adoptions with the design team, in efforts to keep all seasonal trends relevant to client needs.
- Handled recruiting, hiring, and orientation setups for Manhattan store locations directly with the Regional, and Human Resources Manager.
- Administered store audits for Visual Standards, ensuring all stores were in compliance with company policies and procedures
- Organized budgets, oversaw P&Ls, and achieved margin targets consistently to stay on track with growth plans.

#### **People Operations**

Managed and trained leadership, and staff through clear communication for positive client experiences, organized operational procedures,



standard company policies, and procedures.

- Increased profits through effective sales training and troubleshooting profit loss areas by double and triple-digit increases week to week and month to month.
- Launched staff engagement with a communication board in order to boost employee morale in addition to a robust reporting tool that increased operational quality.
- Maximized efficiency by coaching and mentoring staff using the BKI Tower Method in order to enhance principles, in-store practices, and company procedures.

#### **Customer Service Excellence**

Implemented Client Service styles that would enhance client satisfaction, and overall in-store experience.

#### **Senior Brand Experience** Manager

11/2004 - 02/2011

GAP Inc., New York, United States of America

#### **People Operations**

- Managed a Brand Experience Team and Shipment Receiving Team in the execution of all product placement and shipment receiving and processing procedures to floor ready standards for the Kids, Men's, and Women's Departments.
- Improved field teams' sales by coaching on merchandising techniques.

#### Store Operations

- Leader on duty while consistently modeling the brand service standards of flawless visual presentation.
- Focused on product placement, and complied with presentation standards, adjusting visual presentation to consistently ensure brand appropriateness for each department.
- Executed and monitored flawless in-store floor moves and maintained all window visual displays throughout each department.
- Spearheaded visual merchandising for Gap Inc. brand by creating strategic presentation plans for three departments
- Oversaw visual merchandising for new store openings and store change-outs.
- Helped stores adapt spaces to accommodate merchandise, including spatial constraints and inventory storage availability.

## **Customer Service Excellence**

- Captured new customers by optimizing Gap Card Rewards and Bounce-Back Coupons.
- Handled coaching and developing each member on the Brand Team, ensuring excellent customer experiences.
- Maximized on providing exceptional customer experiences by working closely with customers to meet their shopping needs.

# **♦** EDUCATION

## Liberal Arts & General **Studies**

05/2018

Borough of Manhattan Community College of The City University of New York, New York, United States of

PHI THETA KAPPA ΦΘK, Honor Society Member Dean's List, FALL 2016

# **♦** EDUCATION

## Organizational Behavior & Change

New York University, New York, United States of

Member of Undergraduate Student Council, Secretary - 2019



#### **Professional**

Staff Management Operational Improvement **Business Operation** Strategic Planning Visual Merchandising Communications MS Office **Customer Service** Excellence Spanish Speaker Professional Arabic Speaker Elementary

CERTIFICATES

**Spinning Instructor** MAD DOGG Athletics

05/2016

09/2018 - present