Steven Lamont Smith

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Experience

Rag & Bone, Customer Experience Agent   New York City, NY 2024 – Present

- Omni-channel setting, the first point of contact for any customer issues and complaints in, ensuring a resolution takes place in a timely manner through email, chat, phone, and social media communications
- Assist customers with product inquiries, returns, delivery, payments, placing orders, sourcing products, etc.
- Meet KPI's which will include sales, quality, productivity targets, contact resolution, CSAT scores, and overall departmental goals
- Work with internal colleagues to improve service, knowledge, and solve a customer's query in a timely, efficient manner

SKIMS, Client Experience Coordinator   New York City, NY 2022 – 2024

- Event coordinator for Rockefeller Center and Nordstrom NYC events and activations
- Build, maintain and retain sustainable relationships for the SKIMS brand through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives; follow up to ensure resolution
- Reporting on client retention and engagement through interactions, process customer accounts and file documents

Burberry, Private Client Consultant (BPC)   New York City, NY 2017 – 2019

- Burberrys Private Clients Services – comprised of new and existing VIPs, also through local networking (film, TV, Theatre & performing arts, hotels and local businesses) 'by appointment' (in-store or off-site) with stylists of Emily Blunt, Jenny McCarthy, Ed Sheeran, James Cordon, Emily Blunt, Jimmy Butler, Carmelo Anthony, Nicki Minaj, Jonas Brothers, Robin Roberts, and more, also GQ, Vogue, Nylon

Louis Vuitton, CRM & Events Supervisor   New York City, NY 2013 – 2017

- Developed Team & and individual client development strategies to drive business (annual 5M+ goal) Encourage revenue growth by Cross-Sell practices (ex. accessories & shoe). On-Boarding/ Training of Management & staff – Brand, Product
- Event planning and coordination of our 4 quarterly In-Store Event Experiences. LV LIVE Webcast, support for Boston Tax Free Weekend Sales, VIC hosting at Louis Vuitton Events: Miami Art Basel, Trunk Shows Maison 5th Avenue & Soho

Louis Vuitton International Events, Event Coordinator   Paris, France & San Francisco, CA 2010 – 2013

- Louis Vuitton America's Cup – managed St. Regis Partnership, Lexus Sponsorship, allocations and hotel reservations
- Louis Vuitton Store Opening Almaty Kazakhstan – 6 weeks on-site, VIP lunch & dinner preparation, catering, staffing
- Louis Vuitton Classic Serenissima Run 2012 – Classic Car celebrating the 'Art of Travel'. 42 cars–200 + participants.
- Louis Vuitton Events – Fashion Shows, Press Days, Store Openings, product launch events, VIP Luncheons & Dinners: Keep track of event finances including budgets, check requests, invoicing, and reporting. Prepare and modify event contracts, acquisition of new suppliers,

Louis Vuitton, Customer Relations Specialist   San Francisco, CA 2008 – 2010

- Handle a complete range of calls including (but not limited to): product inquiries, facilitating orders, store information or location, policies, customer service issues, etc.. Productivity standards: 10 calls average per hour / Talk time average of 3:10
- Document all calls in order to track types of customer inquiries, advertising/editorial feedback, customer complaints utilizing a CRM software (Expectation= 100% of calls to be logged)

Polo Ralph Lauren, Sale Professional   San Francisco, CA 2007 – 2008

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service. Operating cash registers, managing financial transactions, and balancing drawers. Achieving established goals.

Education

B.S, Hospitality Management / SUNY Delhi / Parson Paris: School of Art and Design, Paris, France Design Mgmt. Completed 2012
The Art Institute of San Francisco California, A.S. Marketing & Management.