

# Mingjun Qiu

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## EXPERIENCE

### Neiman Marcus — Client Advisor & Digital Stylist San Francisco, CA

September 2021- September 2023

- Greeted and welcomed clients throughout all areas of the store
- Set and achieved sales goals both in-store and through digital means including but not limited to text and social media
- Connected with customers in friendly and meaningful ways
- Built and maintained long lasting relationships with clients by anticipating needs and providing advice and knowledge they did not realize they needed
- Made every client interaction a personal and seamless experience, tailoring to their needs and giving them the best service possible
- Provided honest and constructive feedback about style and fit to satisfy customer goals
- Sought out fashion and product knowledge to boost sales through an omni-channel experience
- Collaborated with team to keep the department customer ready by performing tasks such as filling orders, stocking, re-merchandising, setting up price markdowns and light cleaning
- Proactively educated myself on merchandise, events, promotions, policy and services to better prepare to provide clients an informative experience
- Consistently provided high levels of service to the clients by promptly greeting the customer and offering assistance and to answer questions
- Demonstrated expert styling and brand knowledge, recommending merchandise based on expert product knowledge and client preferences regardless of department or channel
- Maintained professionalism during returns and offered alternative options based on the client's needs
- Took an omniture approach at identifying and recommending merchandise utilizing all channels and selling tools to sell effectively
- Promoted InCircle program and opened new accounts for clients
- Achieved personnel sales conversion and out of home base selling goals
- Cultivated and grew client base using personalized connections

## SOFT SKILLS

- Problem solving
- Attention to detail
- Proactive
- Creative
- Emotional Intelligence
- Critical Thinking
- Problem solving

## HARD SKILLS

- Excellent customer service
- Exceptional customer care
- Professional sales experience
- VVIP experience
- Tailor Customer Experience
- Relationship Management
- Customer Relationship Management
- Management
- Makeup Application
- B2B Marketing
- Bilingual Translation
- Fine Wine Merchandising
- Business Development
- Fashion Retail -Management
- Professional sales experience

## AWARDS

North America Top 10 Beauty Advisor, 2019

La Prairie Top 10 Beauty Advisors, 2019

4/10 + 150% Growth

## OTHER LANGUAGES

Fluent in Chinese, both Mandarin and Cantonese

forming and maintaining new relationships

- Utilized digital tools and social media to connect with clients, serving their needs and following up as necessary
- Proactively used mobile phones and selling technology to communicate with clients and expanded the business
- Answered phones in a timely manner and exhibited friendly and appropriate customer service
- Assisted and performed operational tests such as actively maintaining the selling floor, filled in stock, cleaned fitting rooms and performed returns
- Ensured audit compliance and contributed to team success
- Actively created a positive work environment through teamwork and collaboration
- Maintained positive working relationships throughout the company, acquiring, cultivating and maintaining relationships with out clients through deep product knowledge, personal engagement and luxury service

### **San Francisco Bay Area, CA — *Freelance Consultant***

July 2021 - September 2021

- Provided experiences that made vendor brands stand out from competitors
- Visited all stores allocated to the schedule to sell and educate
- Tracked sales and feedback information as required at the end of each event via specified processes
- Worked with stores to achieve weekly and monthly targets
- Actively promoted company led national events and ensured appointment bookings were in place
- Worked with the stores directly to put in place any additional events or activities to build the business
- Regularly booked appointments to build and ensure ongoing client loyalty and to ensure successful future visits and continued sales
- Ensured all teams in the store were knowledgeable of the product line and latest innovations at all times
- Actively engaged and attracted new customers to build brand awareness
- Provided skincare consultations
- Ensured the displays were clean and adequately stocked with products and testers
- Managed and maintained product stock levels throughout the day and replenished as necessary
- Ensured products and testers were displayed per current company guidelines while flagging and communicating issues in a timely manner

## **Bloomingdale's — Beauty Advisor** **San Francisco, CA**

February 2016 to June 2020

- Was a brand ambassador and skin care expert
- Generated sales impact at point of sale
- Effectively set goals, planned, communicated and built relationships with the team and with clients
- Effectively solved problems
- Greeted customers in timely, professional and engaging manners using oral and written skills both in English and Chinese
- Recommended and showcased relevant products to customers both in person and online, in both English and Chinese
- Stood 100% of working period and moved around the store as needed
- Performed physical activities such as bending, stooping, lifting, climbing, carrying, walking and reaching
- Conducted make-up applications on customers using products and services
- Explained brand rituals, benefits, techniques, recommended skincare routines and closed sales
- Provided professional examination and diagnosis of customer's skin and tailored to customers make-up needs and desired results
- Achieved individual and collective sales targets whether it be for events, daily or monthly goals (Productivity is key)
- Verified product merchandising counter image by cleaning, tidying and welcoming selling area
- Provided outstanding customer service to customers by following company and retailer standards and procedures
- Sold with appropriate demonstrations of hygiene
- Utilized vendor supplied support collateral
- Samples used effectively and met "Average Unit Sale (AUS)" and "Item Per Transaction (IPT)" by their 30th day as set by company standards based on store geographic location and store volume

### **EDUCATION**

**Shanghai Normal University SHNU—Shanghai China**  
*Bachelors in Civil Engineering*

June 2005 - June 2009