

Isabelle Renaud

Luxury Beauty Advisor

CONTACT

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📍 United States, New York, NY

EDUCATION

Diploma in Cosmetic and Fragrance Marketing

Fashion Institute of Technology (FIT),
Graduated: May 2016

Certifications

- **Chanel Luxury Beauty Training**
Certificate – Chanel Academy, October 2023
- **Fragrance Foundation Certified Expert** – Fragrance Foundation, March 2022

LANGUAGES

- Fluent in English and French

AWARDS

🏆 Top Seller Q2 2023 – Chanel Boutique

NY

🏆 Best Client Retention Award 2020 –
Dior Beauty



PROFESSIONAL SUMMARY

Enthusiastic and polished Luxury Beauty Advisor with experience at premium cosmetic brands including Dior and Chanel. Specializes in VIP customer service, luxury fragrance consultations, and driving revenue through deep product knowledge and relationship building.



EXPERIENCE

Luxury Beauty Advisor

2021 - Now

Chanel Boutique, New York, NY

- Offer tailored consultations to high-net-worth clients, ensuring a luxury-level customer experience.
- Maintain 30% repeat client rate through exceptional product knowledge and attentive service.
- Manage inventory of exclusive product lines, tracking limited edition releases and special orders.
- Coordinate with marketing for in-store events and promotional campaigns.

Fragrance Specialist

2017 - 2021

Dior Beauty, Saks Fifth Avenue, NY

- Conducted one-on-one fragrance profiling to recommend signature scents for each client.
- Reached 115% of monthly sales goals for six consecutive quarters.
- Led private masterclasses on scent layering for premium clients.

SKILLS

Clienteling and personal shopping



Product upselling and bundling



High-end customer service etiquette



CRM software (Salesforce)

