



# JAMES TAYLOR

CMGR MCMI  
FREELANCE RETAIL CONSULTANT

## SUMMARY

With over 10 years of experience within the retail sector internationally I have built a strong detailed knowledge of retailing best practice with strengths in retail operations, store of the future and digital retailing. With supporting qualifications and project experience.

I take pride in collaborating with my clients helping to pass on skills and ensure changes land in the organisation.

## SKILLS

- Data analysis
- Excel modeling
- Presenting skills
- Project Management
- Team management, mentoring and development
- Operating model development (TOM)
- Lean Six Sigma
- Business case development
- Basic programming skills (VBA, SQL, JS, Python)

## EXPERIENCE

### DIRECTOR • JAMES CHARLES TAYLOR LTD. • JUL2020 - PRESENT

- Target Operating Model Development | UK hospitality company | UK 2023 (8 Weeks)
- Transformation strategy | Health Retailer | UK 2023 (3 Months)
- Customer service center service improvement project | Furniture Retailer | UK | 2023 (8 weeks)
- Strategy and Pilot of Health Infrastructure in retail stores | Health Retailer | UK | 2021 – 2022 (12 Months)
- Commercial Transformation Project Manager | Health Retailer | UK | 2021 (8 Months)
- Operating Model Assessment | Homeware Retailer | UK | 2021 (6 Weeks)
- Fulfilment from store optimization review | global furniture retailer | UK | July 2020 (4 weeks)
- Balanced scorecard development and implementation | UK Pharmacy Chain | 2020 (3 Months)
- Future operating model design | UK Homeware retailer | Jan 2021 (3 Months)

### MANAGER • EGREMONT GROUP • JAN2020 – JUL2020

- Leading retail business development group for EG | Global | 2019/2020
- Future operating model for UK pharmacy chain | UK | 2020 (2 months)
- Conceptual design and supporting of implementation of Dark Stores for UK retailer to assist trading through COVID19 lockdown | UK | 2020 (2 weeks rapid deployment)

### SENIOR CONSULTANT • EGREMONT GROUP • JUN2018 – DEC2019

- Store operating model pilot | Major US Pharmacy chain | Chicago | 2018/2019 (9 months)
- Change management and training plan | Major US Pharmacy chain | Chicago | 2019 (2 months)
- Operating model transformation pilot | UK Highstreet chain | UK wide | 2020 (8 months)

### SENIOR CONSULTANT • KURT SALMON, PART OF ACCENTURE RETAIL STRATEGY • OCT2014 – JUN2018

- Store Future State Operating Model Strategy | International Fast Fashion Brand | UK & Spain | 2018 (4 months)



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## PROFESSIONAL QUALIFICATIONS

- Lean Six Sigma Green Belt • Tesco Academy • March 2014
- Social Media Analytics: Using Data to Understand Public Conversations • Queensland University of TECHNOLOGY • (Online COURSE) • 2016
- Managing and Leading a Team • Open University • (Online Course) • 2020
- Management Chartership (CMI – Member)

- Store Operations Diagnostic Assessment | Large Grocery Chain | Amsterdam | 2018 (1 month)
- Order management system capabilities, integrations and workflow analysis | Fast Fashion | Barcelona | 2017/18 (2 months)
- Store of the Future operating model and format strategy - DIY and Building Supply group | UK, Europe and Russia | 2017 (6 months)
- Store Future State Operating Model Strategy | Advisory Role | USA Discount Fashion Retailer | 2016/17 | San Francisco (3 Months)
- Store Operating Model Design - UK Discount Retailer | 2016 | UK Wide (9 Months)
- Inventory Management and Conceptual Order Flow Design - Major Japanese Retailer | 2015 | Tokyo (4 Months)
- Fulfilment Capability Assessment | Major Japanese Retailer | 2015 | Tokyo (1 Month)

### VARIOUS ROLES • TESCO AND F&F • SEPT2010 – MAR2014

- Analyst for operations change team and project manager for the pre-retailing delivery trial.
- Developed a cash payment solution for Thailand online grocery operations
- Owned from business case to creation a smart delivery tool increasing delivery efficiency by 10%
- Develop of delivery management SOPs, sourcing of vehicles and development of all supporting IT for grocery dotcom operations across Asia

## EDUCATION

MANAGEMENT BSc • JUNE 2010 • UNIVERSITY OF SOUTHAMPTON • UPPER 2<sup>ND</sup> CLASS HONORS

CHARTERD MANAGER (MEMBER GRADE) • 2020 – PRESENT • CHARTED MANAGEMENT INSTUTUE



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