

Curriculum Vitae

Name: Mark David Thorpe

Nationality: British

DOB: 11th November 1970

Marital Status: Separated

Current Location: UK

UK Address: Dorset



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Flamant

Personal Profile

A highly skilled business professional with over 30 year's retail experience in the UK and MENA regions covering a wide range of fashion, home and sports brands in Retail and B2B/B2C direct sales.

I am highly commercial and analytical and my skill base covers all aspects of the business including operations, financial planning, buying and merchandising, property leasing and management, marketing, HR management, logistics and asset protection.

My personality makes me approachable and open to all levels within the business with strong interpersonal and communication skills and I have strong experience of working in multi-cultural and multi-language environments.

My leadership style is inclusive by involving the team in decision making and motivating and inspiring my colleagues to exceed targets and expectations both on a commercial and personal level.

I have delivered a number of key corporate projects for my employers throughout my career and I have strong project management skills and I have also worked on strategic planning for new brands and market expansion across the MENA and have a strong working knowledge of the GCC countries in particular in terms of both the retail market and the general market conditions and challenges.

I am a strong team leader creating powerful teams through communication, leading by example and coaching team members to maximise their potential. I like to inspire people to achieve and exceed their personal goals as well as their business KPIs.

Strongly believe in being focused on the 3Ps – People, Product & Place to deliver performance.

Curriculum Vitae

Skills

- ✦ Strong commercial and analytical focus with solid financial management.
- ✦ Leadership skills with motivational focus to inspire the team to constantly deliver exceptional results and improvements.
- ✦ Excellent communication skills and experience in communicating well in a multicultural and multi-language environment.
- ✦ Ability to deliver results through recruiting, developing and retaining the best talent while achieving a sustainable turnover to bring in fresh team members and ideas.
- ✦ Delivery of operational excellence and standards in all areas of the business with a focus on commercial and exciting store layouts and merchandising.
- ✦ Experienced at reporting in to senior board level positions with the ability to communicate clearly and manage the expectations of shareholders.
- ✦ Focused on planning of merchandise and reacting to performance to ensure fast stock turns.
- ✦ Able to deliver increased sales, improved cost ratios and KPIs to ensure solid growth in business net profitability.
- ✦ Strong understanding of the marketing requirements of retail businesses within the GCC to drive sales and profits.

Key Career Achievements

- ✦ Delivered record sales for Technogym Bahrain with 50% L4L sales growth and 25% above the highest previous annual turnover achieved through recruiting a new structure and focusing on segmented sales and full solutions in the B2B market as well as focusing on retail.
- ✦ Delivered double digit sales & profit growth for 2 consecutive years at a major Department Store as regional operations manager through focus on people and operational excellence.
- ✦ Successfully opened numerous stores in the MENA region from 150sqm line stores to 2500sqm Flagship Department Store. This included end to end from initial leasing through fit-out management to store opening.
- ✦ Co-Lead project team for the delivery of a new group-wide SVC / Gift Card across the entire group.
- ✦ Delivered group wide warehouse outlet for clearing terminal stock from all brands including the planning, fit-out and operation which successfully cleared more than US\$20m of terminal stock in its first 12 months.
- ✦ Completed a full Regional Brand Strategic review and Strategic growth plan for one of the largest UK brands in the Middle East which was presented to Directors and fully implemented to deliver sustained and profitable growth over a 5 year period.
- ✦ Delivered a group wide review and update to commercial reporting packs and key metrics to standardize reporting for all operational managers across the business covering all Fashion & Footwear Brands.

Curriculum Vitae

Career History

November 2018 to present.

Head of Retail, Royal National Lifeboat Institution Poole UK

- Full responsibility for the sales company (fully owned trading subsidiary of the RNLI Charity) responsible for buying & merchandising, ecommerce, marketing, shops & branches, licensing, franchise & concession of the RNLI Brand.
- Full budget delegate authority for multi-million pound income and expenditure operation with 5 direct reports for Buying, Merchandising, Ecommerce, Retail Operations & Sustainability/Creative Development.
- Responsible for 173 shops around the coast of the UK and ROI as well as a massively growing ecommerce operation and concessions and franchise.
- Direct report to Board of Directors for RNLI (Sales) Ltd.

Jan 2013 to October 2018

Divisional General Manager/ Head of Retail – AMA Sports (Ahmed Mansoor Al A'Ali Group) Bahrain

- Full responsibility for the Sports Division of AMA Group reporting directly to the group vice-chairman and managing PUMA and Technogym Brands with P&L accountability.
- Responsible for Financial planning, budgeting and forecasting, buying & merchandising, marketing, operational standards, HR, logistics, brand development, strategic planning and property leasing and management.

Nov 2011 to Oct 2012

Divisional Manager – Jawad Business Group (Home & Specialty Brands) Bahrain

- Full Brand and Operational responsibility for 7 major international brands.
- Role included budgeting, planning, buying, merchandising, marketing, operational standards for 25 stores across the GCC region.
- P&L accountability and financial control of budgets and forecasting.

August 2005 to October 2011

Regional Operations Manager – M.H. Alshaya Company (Kuwait)

- Full Operational responsibility for 65 Next stores across GCC (2008-2011) and 5 Debenhams Department stores across 3 markets (2005- 2007) and a 12 month role as commercial business unit operations manager looking after own bought product ranges across a number of brands.
- Managing store teams and area/operations managers of 500+ people with turnover in excess of US\$120m.

Curriculum Vitae

July 1988 to July 2005

Senior Store Manager – BHS UK

- Various management roles within BHS UK stores with stores up to 4500 sqm starting as part time sales and finishing my career as a senior store manager having managed some of the largest stores in the south of England.
- Full operational & P&L responsibility for large box chain store including Restaurant and Café operations with turnovers up to 10m GBP.
- Deputised for Regional Manager in South West Region for 5 years and managed budgeting for the Region.

Personal Details

Education

1991 BSc (Hons) Physics & Management

King's College

University of London

United Kingdom

1988 3 A Level passes

1986 7 O Level & 1 OA Level passes

1985 1 O Level pass

St Gregory's RC Comprehensive School

Tunbridge Wells

Kent

Hobbies & Interests

Cricket

Rugby

Reading

Travel

Marital Status

Separated