

# TORIE REYES

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## PROFESSIONAL SUMMARY

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Polished luxury client experience professional with extensive background serving high-net-worth clientele in fast-paced, high-touch environments. Skilled in delivering white-glove service, managing VIP relationships, coordinating personalized guest experiences, and maintaining exceptional presentation standards. Proven ability to build rapport quickly, resolve client needs with professionalism and discretion, and create elevated experiences aligned with luxury hospitality and premium brand standards.

## PROFESSIONAL EXPERIENCE

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### Private Client & Luxury Beauty Specialist

August 2025 – Present

Bloomingdale's — Los Angeles, CA

- Deliver elevated concierge-style service and personalized consultations for VIP clientele in a luxury retail environment.
- Build lasting client relationships through attentive communication, professionalism, and tailored service experiences.
- Maintain exceptional presentation and organizational standards in a fast-paced, guest-facing setting.
- Support high-level client needs while ensuring seamless, polished front-facing service.

### Team Lead – Multi-Boutique Luxury Operations

August 2024 – August 2025

DFS LAX — Los Angeles, CA

- Oversaw daily operations across eight luxury boutiques, ensuring elevated guest experiences and seamless service standards.
- Supported VIP client interactions, issue resolution, and multi-brand hospitality initiatives within a high-volume international environment.
- Led and coached team members to deliver exceptional service, professionalism, and operational excellence.
- Maintained operational efficiency while balancing multiple priorities in a dynamic, fast-paced setting.

### Client Advisor

August 2023 – February 2024

Tiffany & Co. — Santa Monica, CA

- Delivered white-glove luxury service to clientele while maintaining Tiffany's renowned hospitality and presentation standards.
- Coordinated private appointments and personalized client experiences with professionalism and discretion.
- Assisted with boutique events, activations, and VIP guest engagement initiatives.
- Maintained refined brand presentation and exceptional client care standards at all times.

### Key Holder & Jewelry Consultant

February 2020 – December 2023

Zales — Los Angeles, CA

- Managed daily opening and closing procedures while supporting smooth front-of-house operations.
- Delivered exceptional guest service while assisting clients with personalized consultations and high-value purchases.
- Maintained visual presentation standards and operational organization throughout the boutique.
- Assisted leadership with store operations, team coordination, and customer service excellence.

## CORE COMPETENCIES

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◆ Luxury Guest Relations	◆ VIP Experience Management	◆ Luxury Brand Representation
◆ White-Glove Client Service	◆ Hospitality & Concierge Support	◆ Professional Communication
◆ Front-of-House Operations	◆ Appointment Coordination	◆ Administrative Support
◆ Conflict Resolution	◆ Multitasking in Fast-Paced Environments	◆ Event & Guest Coordination

### ADDITIONAL QUALIFICATIONS

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- Extensive experience serving affluent and high-net-worth clientele
- Polished professional presentation aligned with luxury brand standards
- Strong diplomacy, discretion, and conflict-resolution abilities
- Adaptable and flexible for evenings, weekends, and special events
- Proven leadership in high-pressure, fast-paced environments