



## **KALENDA-KATANGA Aurélie**

Residence : BELGIUM

+32(0)497-927.536

[aureliekalenda@gmail.com](mailto:aureliekalenda@gmail.com)

[www.aureliekalenda.com](http://www.aureliekalenda.com)

18/07/1980 - Belgian

Driving licence

### **SKILLS (non-exhaustive list)**

Sales, customer care focus, listening, communication, empathy, curiosity, flexibility, adaptability, clienteling, CRM, mystery shopping, selling ceremony, solution oriented, team spirit, merchandising, coaching & training, leadership, management, assertiveness, ability to delegate, KPI's, recruitment, schedule planning, event organization.

### **MANTRAS**

*"People will forget what you said, people will forget what you did, but people will never forget how you make them feel"* - M. Angelou

*"Every difficulty encountered must be an opportunity to make further progress"* - P de Coubertin

### **PROFESSIONAL EXPERIMENT**

SALES ADVISOR +11 years

11/2025 - now : *CARTIER* (jeweler) - Luxembourg-Ville - LU

08/2025 - 09/2025 : *FUB* (high-end aesthetic institut) - Bertrange - LU

09/2003 - 06/2013 : Premium women fashion shops - Bruxelles - BE

AGNES EMERY (Luxury design) - Bruxelles - BE

MANAGEMENT +12 years (from 3 to 20 people teams)

07/2024 - 03/2025 : *MAX&MOI* (premium women fashion) - Galeries Lafayette Luxembourg - LU

07/2018 - 04/2024 : *AQUAMARINE* (premium women fashion) - Wavre - BE

09/2015 - 05/2018 : *RITUALS* (beauty & lifestyle) - Wavre and Namur - BE

07/2013 - 08/2015 : *ANNE-SOPHIE* (evening wear women fashion) - Waterloo - BE

### **TRAINING**

2025 Niche perfumery training & Cartier fragrance trainings - LU

2025 Inside LVMH Certification - Customer Experience & Branding - ONLINE

2015 - 2018 KPI's, Leadership & Coaching trainings - BE & NL

2014 & 2021 Welcoming, C.A.B & Consultative Sale trainings - Bruxelles - BE

2005 - 2010 Jewelry Certification at Arts & Métiers - Bruxelles - BE

2001 - 2004 BAC+3 in HR at Haute Ecole André Vésale - Liège - BE

### **LANGUAGES**

French Mother tongue

English Fluent - C1

Spanish Work in progress - Used to be C1

### **ABOUT ME**

I like Arts, craftsmanship, architecture, the scent of frangipani blossoms, terracotta and "bleu Klein", red lipstick, San Francisco vibes, the night sky in Moorea, malachite and lapis lazuli, natural fabrics, walking in nature, eucalyptus trees, cooking and harvesting in my garden.

I have been designing my own clothes and jewelry for many years now.

As a child and teenager, I lived in Gabon for 16 years. During the pandemic, I travelled by car for almost 1 year and lived in Portugal for 6 months.

I created and managed a B&B in Belgian Ardennes for 2 years.