

# KATHARINE O'TOOLE

## PROFESSIONAL PROFILE

With over 20 years of experience as a design professional, I have led projects across a diverse range of sectors, including retail, workplace, hospitality F&B, corporate, and recreation. My expertise lies in large-scale luxury department stores, flagships, specialty boutiques, and experiential spaces. I have a proven track record in the retail industry as a design-focused manager, overseeing all project phases—from initial client engagement through design, construction documentation, and construction administration. Skilled in directing complex, multi-national teams on large-scale projects while also excelling in smaller, highly specialized designs, I am committed to building strong relationships and passionate about delivering exceptional brand and client experiences.

## CONTACT

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## EXPERIENCE

### CONSULTANT - FREELANCE & CAREER PAUSE

K. O'TOOLE / New York & Ireland / Feb 2024 – Present

- Freelance & Voluntary work (varied residential & restaurant/bar).
- Career pause for several months to care for family member.

### SENIOR PROJECT MANAGER – GLOBAL STORE DESIGN

Tory Burch LLC / New York / Feb 2022 – Feb 2024

- Responsible for the store design process from concept through store opening, while consistently maintaining brand image across all format divisions (Full price, Outlet, Travel retail), including both domestic and international markets.
- Collaborated and coordinated with cross-functional department stakeholder clients as well as international partners and construction teams.
- Designed, detailed & refined fixturing and developed mock-ups for market testing.
- Lead contact for all consultants for development of construction drawings and all other vendors (e.g. millwork); Adept at review of all architectural, engineering & shop drawings for consistency and preservation of the brands expected level of execution.
- Organized & drove high volume of projects in various phases, including timely procurement of FF & E and found art objects. 100% projects completed on schedule with related increases in revenue (varying %).
- Managed numerous budgets and schedules simultaneously while effectively trouble shooting all at opportune junctures.
- Created design guidelines for new team members & partners to encourage consistency throughout fleet.
- Coached & mentored junior team members.

Project locations: Domestic: Aventura Florida, JFK Airport, Woodbury Commons NY. APAC: Mainland China (12+), Macau, Taiwan, Hong Kong, Malaysia (2), Singapore, Indonesia (2) Philippines (2), Thailand (2), South Korea. Europe: Rome, London, London Heathrow, Paris.

### PROJECT MANAGER & WORKSPACE DESIGNER – HIGH END RETAIL CONSTRUCTION

Dickinson Cameron Construction / New York / Jan 2021 – Feb 2022

- Design of **DCC New York Office**, including design and construction dwgs, FF & E procurement and supervision of construction.
- Successful Project management of construction & timely opening of luxury brand stores in MDD for **Chanel & Louis Vuitton**; both with extreme schedule pressure to open in time for Art Basel events.
- Executed Bidding, Contract Negotiation, Scheduling, Purchasing, Scope detailing, Expense & Site Supervision costs management and overall fee projection and management.

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## EXPERIENCE

### SENIOR DESIGN MANAGER – SENIOR ASSOCIATE – RETAIL & LIFESTYLE STUDIO LEADER – RETAIL PRACTICE AREA LEADER

Gensler / International Design Company / New York / June 2009 – June 2020

- Client Liaison / Project Director for Retail & Experience center projects ranging from 5,000SF to 600,000SF, providing expertise in Space planning & programming analysis for large scale department stores
- Instrumental in the establishment, direction, coordination, and dissemination of client directives to large multi-location/multi-national teams (with up to 30 team members) with a record of 100% on time deliverables.
- Acted as integral senior studio member for strategic planning, writing client proposals, soliciting consultant and vendor proposals, forecasting, devising project schedules, talent acquisition and allocating staff and resources.
- Excelled in calculating liabilities, contract negotiation, maintaining excellent client relationships and in conflict resolution with 3rd parties.
- Significantly effective in client retention with repeat clients returning over many different projects and years.
- Primary contact with consultants / vendors and responsible for supervision of all teamwork, including coordination of external team members, quality control and training of new internal team members.
- Member of office wide 'Design managers' leadership' group and Regional 'specialty retail practice area' leader.
- Performed staff reviews, management and task scheduling for large-scale projects with a focus on staff retention, mentoring and operational excellence.

Major Client Projects: **El Palacio de Hierro:** Queretaro (300,000 SF) & Polanco flagship (600,000 SF, Mexico); **Holt Renfrew:** Toronto Flagship, Canada (220,000 SF); **Adidas:** New York Flagship (45,000 SF), Milan Brand Center (20,000 SF), Beijing Brand Center (33,100 SF) & many additional design ideation initiatives; **Citibank:** HQ Flagship, New York (5,000 SF) & several other design initiatives for prototypes &/or new banking and thought leadership drives; **Uniqlo:** 666 Fifth Ave, New York (90,000 SF) & 34<sup>th</sup> Street (68,000 SF); Other client projects: **Todomoda & Isadora, Chanel Beauty, Loyalty One, Bouchon Bakery, Verizon EBC & store prototype, Bulgari, David Yurman and Balenciaga.**

### INTERIOR DESIGNER – JR. PROJECT MANAGER – ASSOCIATE – RETAIL & WORKPLACE STUDIO

Gensler / International Design Company / New York / Amsterdam / June 2000 – June 2009

- Intermediate designer responsible for execution of concept design, planning, renderings, FFE, including construction documentation and construction administration.
- Demonstrated leadership position growth while overseeing projects and quality control of construction documentation and site during construction.
- Served as prime client liaison and trusted advisor.

Major Client Projects: **Barneys New York:** Chicago, IL Flagship (80,000 SF), San Francisco, CA Flagship (64,000 SF), Scottsdale, AZ Flagship (60,000 SF), San Francisco, men's expansion (18,000 SF), Boston, MA (46,000 SF); **American Girl Place:** New York Flagship (various), The Grove, Los Angeles, CA (40,000 SF); Other client projects: **NYU Bookstore, Baccarat, Aetrex, JC Penney, Ares, ABN Amro Bank, Bank of America, Cartier, Banana Republic, Tishman Speyer retail, Intimissimi, NYSC and Kaleidoscope.**

EXPERTISE	SOFTWARE	EDUCATION	LICENSES/CERTS
• Project Management	• AutoCAD	INTERIOR DESIGN - BFA FIT SUNY, New York <i>Summa cum Laude</i>	CID - NY STATE
• Effective Team Leadership	• Adobe Photoshop		NICDQ Qualified - 2004
• Space Planning & Programming	• Adobe InDesign	ARCHITECTURAL TECHNOLOGY Technological University Dublin, Ireland	LEED AP Qualified - 2003
• Phase & Fee planning	• Bluebeam		
• Organization and Prioritization	• Microsoft Project	MANAGEMENT ESSENTIALS - CERTIFICATE Columbia University Business School	
• Design-Centric Critical Eye	• Microsoft Excel		
• Fee & Contract Negotiation		MASTERING DESIGN THINKING – CERTIFICATE MIT Business School	
• Leader in Client Relationships			

REFERENCES AVAILABLE UPON REQUEST