JULIAN MERCER

TAILOR

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PROFESSIONAL SUMMARY

Tailor with 10+ years in men's and women's alterations for specialty retail and custom suiting. Fits jackets, trousers, and formalwear to the body, repairs complex garment damage, and returns work on the promised day. Builds repeat clientele through accurate fitting and honest advice about what a garment can and cannot do.

PROFESSIONAL EXPERIENCE

Lead Tailor Mar 2022 - Present
Nordstrom, Seattle, WA

- Lead a four-person alterations room at a flagship store, fitting about 60 garments a week and setting the daily work queue.
- Raised on-time pickup from 88% to 97% by tagging every ticket with a promised date and sequencing rush work first.
- Re-cut shoulders, sleeves, and waists on tailored jackets, reducing returns tied to fit to a handful per quarter.
- Trained three new tailors on pressing, hem finishes, and pinning technique over two seasons.
- Partner with selling floor stylists so customers get a fit consultation at purchase, which lifted accessory and shirt add-ons.
- Review alteration pricing each season against material and time, keeping the room within its labor target.
- Handle complex repairs on cashmere, leather, and silk garments by consulting the customer first and documenting condition before starting work.

Tailor Jun 2018 - Feb 2022
Jos. A. Bank, Bellevue, WA

- Altered suits, dress shirts, and trousers for wedding parties, completing groomsmen fittings for 15 or more people in a single weekend.
- Measured and fitted customers for made-to-measure orders, relaying notes to the vendor that cut resubmitted orders to about one in forty.
- Maintained 94% of repair and alteration tickets within three business days while handling a steady walk-in flow.
- Rebuilt linings and replaced zippers on garments customers considered unrepairable, earning repeat business from several local firms.
- Taught sales associates how to pin for simple hems so fitting appointments started without delay.

Seamstress and Alterations Assistant Jan 2015 - May 2018
David's Bridal, Lynnwood, WA

- Hemmed, bustled, and took in bridal gowns in silk and lace, pinning on-body and finishing seams by hand.
- Prepared fitting schedules for brides and bridesmaids and ensured every dress was pressed and ready for each appointment.
- Repaired beading and re-attached lace appliques with hand sewing to preserve the original design.

CORE SKILLS

Suit and jacket alterations | Trouser hemming and tapering | Bridal alterations | Pattern drafting | Industrial sewing machine | Hand finishing | Pressing and steaming | Fabric and lining selection | Body measurement and fitting | Garment repair | Customer fit consultation | Ticketing and turnaround planning | Zipper and closure replacement

EDUCATION

Associate of Applied Science in Apparel Design and Development, Seattle Central College, Seattle, WA

CERTIFICATIONS

OSHA 10-Hour General Industry | CPR and First Aid, American Red Cross