

JORDAN NELSON LOCKWOOD

New York, NY • 770.231.7177 • Top Secret Clearance
jordan.n.lockwood@gmail.com • linkedin.com/in/jordanlockwood • www.jordanlockwood.com

27 January 2026

Diptyque

Dear Hiring Team,

I am excited to apply for the role of Director of Operations at Diptyque.

Diptyque has long been one of the rare brands that combines emotional resonance with operational rigor. I have long admired Diptyque for its ability to preserve craftsmanship, storytelling, and sustainability while scaling thoughtfully across markets. The opportunity to serve as Director of Operations for the Americas, supporting the brand's growth while protecting the experience that makes Diptyque so distinctive, is deeply motivating to me.

My career sits at the intersection of strategy, execution, and luxury. After more than eight years in top-tier consulting, most recently at McKinsey, I spent two years as Chief of Staff at Audemars Piguet, where I partnered closely with global and regional teams on operational planning, supply chain coordination, and performance management in a high-growth, brand-driven environment. That experience sharpened my appreciation for the discipline required behind exceptional luxury – and for the importance of demand accuracy, inventory health, logistics performance, and cross-functional alignment in delivering a flawless client experience.

I am particularly drawn to this role's end-to-end scope, from demand and supply planning through logistics, systems, and team leadership. I have led complex planning and operating cadences, partnered with HQ and regional stakeholders, managed budgets and KPIs, and driven process and technology improvements that improved forecast accuracy, reduced friction, and enabled scale. I thrive in roles that require both strategic vision and hands-on problem solving, especially in international environments where coordination and trust are essential.

Equally important to me is building and developing strong teams. I take pride in setting clear direction, fostering collaboration, and empowering high-performing professionals to grow alongside the business. Diptyque's commitment to sustainability and thoughtful growth strongly aligns with my own values, and I am energized by the opportunity to help design logistics and supply chain solutions that are both efficient and responsible.

I would be honored to bring my experience, operational mindset, and genuine passion for the brand to Diptyque Americas, helping ensure that as the business scales, the integrity, beauty, and excellence of the Diptyque experience remain uncompromised.

Thank you for your consideration. More about me can be found at www.jordanlockwood.com.

Sincerely,



Jordan Lockwood