



Jade Moffatt

Fashion ecommerce and technology expert in client relationships and service.

London, UK

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Languages

English (Native)

About

A hard working and capable individual with multidisciplinary skills. Passionate about delivering a memorable experience as well as representing brands within the luxury market.

I am a fashion graduate with experience in visual merchandise, design, styling, and couture sewing, as well as customer engagement management and product management.

Awarded national Scholarship to study at Central Saint Martins for Couture Tailoring and draping. Working with a private client base making bespoke garments.

My experience within a tech startup as well as luxury e-commerce has allowed me to work with a variety of clients and develop both my customer journey and luxury product knowledge.

With 8+ years experience working in fashion's luxury market creating excellent brand stories, I am eager to explore new opportunities.

BRANDS WORKED WITH

- JOSEPH
- LuxDeco
- Lyst
- MATCHESFASHION

Experience



● Size and Fit Product Specialist

MATCHESFASHION | Jul 2022 - Jun 2023

- Market research and competitor analysis of data insights for Size & Fit
- Copy editing and team performance analysis
- Aiding creation of internal product copywriting platforms
- Lead fit sessions and coordinate brand-specific TOV
- Model castings and coordinate bookings
- Manage and oversee Junior and Freelance team, oversee and coordinate team workload management



● Customer Care Team Lead

Lyst | Mar 2022 - Jul 2022

- Managing a team of 5, supporting the manager and key stakeholders
- Weekly performance feedback, team development
- Cross-team collaboration for App experience development
- Drive operational efficiency, ensuring a 2 hour response SLA was met 24/7, maintain a TrustPilot score of 4.5+
- Implementing streamlined TOV through all channels
- Quality assurance and team development



● Customer Care Team Lead

LuxDeco | Aug 2021 - Mar 2022

- Training and developing a team of 11, providing support within fast growing business
- Hiring and onboarding, regular quality assurance management
- Weekly reporting on team performance to business stakeholders
- Managing high level escalations and fraud cases
- Developing luxury TOV and implementing daily processes
- Providing personal shopping experience alongside our in-house interior designers
- Supporting finance, buying operations and warehouse teams to streamline customer journey



● Senior Customer Service Advisor

LuxDeco | Feb 2020 - Aug 2021



● Customer Care Executive

JOSEPH | Sep 2019 - Feb 2020

Manage and service customer enquiries for both online and retail (30-50 customers per day)
Resolve customer issues with online ordering, shipping, garment fault, personal shopping
Liaise with warehouse, suppliers and manufacturers regarding garment faults to for best resolutions
Support operational efficiency
Styling and fit advice, as well as strong garment knowledge
Stock transfer between locations for customer orders

- **Visual Merchandise assistant**

| Jul 2017 - Jun 2019

Seasonal styling throughout 16 displays across the centre. Coordinating stock loans with key brands, and styling in line with suitability for target customers and location across centre.

- **Digital Runway Stylist**

| Jun 2017 - Jun 2019

Coordinating and styling seasonal looks for 5 models, working with key brands to new product relevant to local events. Coordinating and organising stock for shoot.

Education & Training

2019 - 2019 ● **Central Saint Martins, University of The Arts London**
Couture Womenswear,

2019 - 2019 ● **Central Saint Martins, University of The Arts London**
Couture Tailoring,

2016 - 2018 ● **TAFE Queensland**
Advanced Diploma of Fashion Technology and Merchandising,