



Grazia Feola

Experience in supply chain, buying and product development in the fashion and luxury industry. I speak three languages.

Paris, France

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Languages

French (Fluent)

English (Fluent)

Italian (Native)

About

I am passionate about production and product development. I have significant experience in the luxury and fashion industry, understanding its codes, specificities in terms of collections, calendars, and quality requirements. I have extensive expertise in production flow planning, mastering the various stages of the product development process to ensure the smooth functioning of the supply chain and optimal product deliveries.

Trilingual in French, English, and Italian, I am able to operate in different international environments and collaborate with multicultural teams. I am capable of interacting and negotiating with both domestic and foreign manufacturers and suppliers to achieve the best results in terms of deliveries. I have a thorough knowledge of textile and leather materials, enabling me to understand the challenges and difficulties in product development and production.

I have closely collaborated with IT services and other product verticals with a focus on continuous process improvement. I enjoy participating in project realization and working on field to find the best solutions.

I can prioritize production activities, optimize recurring tasks, and detect and anticipate problems. I value sharing data with all people involved. I am proficient in utilising tools for designing, managing, and controlling manufacturing, maintenance, and distribution activities such as M3, Prios, etc.

I aim to evolve in the supply chain domain to ensure your delivery deadlines, excellent quality, and optimized processes. Let's discuss your business challenges together. Contact me at grazia_feola@hotmail.com.

BRANDS WORKED WITH

Acevo Solutions

Conbipel

Diwali

Gianni Versace

Hackney Community College

Hermès

Maison Michel

Mantero Seta

Experience



● Footwear Supply chain manager

Hermès | Jul 2019 - Jan 2024

As the footwear production manager at Hermès, I ensured comprehensive oversight of the supply chain, from industrialization to delivery, aiming to guarantee an efficient and consistent workflow. My responsibilities included allocating models among different factories and initiating production while ensuring adherence to deadlines set by the sales team. I also closely supervised product industrialization, implementing rigorous tracking processes to ensure product quality and compliance while meeting delivery deadlines.

Within my role, I fostered close relationships with manufacturers and subcontractors, managing nine manufacturers and six subcontractors simultaneously. My duties encompassed delivery management and establishing key performance indicators to assess supplier performance and ensure deadline compliance. Additionally, I worked closely with the Transportation department to plan shipments and ensure effective coordination among all stakeholders involved in the logistics chain.

Furthermore, I played a pivotal role in deploying a new software across all shoes manufacturers as a key user. This experience allowed me to develop strong skills in production management, logistical coordination, and cross-functional communication, all while immersing myself in the specific requirements of the luxury and fashion industry.



● Buying & Production Assistant

Maison Michel | Jun 2018 - Jun 2019

As an assistant in purchasing and production within the field of men's and women's hats, I was responsible for coordinating various aspects of the production and procurement process. My responsibilities encompassed several key areas.

Firstly, I took on production management, which included overseeing the entire process from the development and validation of samples to the generation and dispatch of production orders via the Prios software. I established delivery schedules to meet set deadlines while ensuring the quality of products manufactured by our suppliers and guaranteeing the brand's quality standards.

Simultaneously, I handled the administrative tracking of raw material and supply purchases, including order placement and receipt of deliveries. I also managed the input and tracking of supplier invoices, thus ensuring proper financial management of procurement operations.

Lastly, I played an essential role in managing the after-sales service, ensuring responsiveness to customer needs and resolving any issues encountered post-purchase.

Within my role, I supervised the production of 10 collections per year for Chanel and 4 collections per year for Maison Michel.



- **Conseillère de vente (Accessoires Homme-Femme et Lingerie)**

Diwali | Jul 2016 - Jan 2018

I employed effective sales techniques to meet targets, such as increasing the average basket size. Additionally, I managed stock and restocking processes to ensure inventory levels were maintained appropriately.



- **Product manager (Men-Women accessories)**

Conbipel | Feb 2015 - Sep 2015

As a project manager in product development at Conbipel, I played an essential role in the creation and realization of accessory collections for men and women, including items such as scarves, hats, gloves, belts, ties, and socks.

My work primarily involved providing support to the project manager throughout the collection development process. This entailed active participation in prototype development, as well as the creation of detailed technical files for each product.

Additionally, I was tasked with overseeing product industrialization, working closely with production teams. This included product development for manufacturing, sending technical files, and initiating and validating sample production. My aim was to ensure that each product was ready for mass production while adhering to quality standards and set deadlines.

This experience allowed me to develop valuable skills in project management, cross-departmental coordination, and effective communication. I also gained a deep understanding of the product development process in the fashion industry, enabling me to make a significant contribution to any product development team.



- **Product and archive assistant**

Mantero 1902 | Feb 2014 - May 2014

As an assistant product and archives manager, I was responsible for managing the company's archives, where I played a crucial role in researching and retrieving archived documents such as books, sketches, and fabric samples. This task involved meticulous organization and a deep understanding of classification systems to effectively meet the needs of stylists and clients.

Additionally, I was tasked with organizing fabric samples, ensuring they were consistently organized and easily accessible for team members.

Finally, I contributed to the creation and maintenance of the digital archive by preparing photos using Photoshop. This task required particular attention to detail and technical skill to ensure the quality and clarity of archived images.

This experience allowed me to develop valuable skills in project manage-

ment, research, and organization, while also familiarizing myself with the practical aspects of archive management in the fashion industry.



- **Back office and showroom assistant**

Versace | Nov 2014 - Feb 2015

As a showroom assistant at Gianni Versace, I held a versatile and dynamic role within the team, contributing to ensuring the smooth operation and impeccable presentation of the showroom.

Primarily, I was responsible for preparing clothing to present to clients. This involved ensuring that items were carefully selected and prepared for optimal presentation.

I also greeted clients in the showroom, providing attentive and professional service to meet their needs and expectations.

An important part of my role was quickly dressing and undressing mannequins to showcase collections dynamically.

As an assistant, I provided valuable support to salespersons by assisting them in their presentations to buyers, thus offering a smooth and consistent customer experience.

I also had the opportunity to work closely with the showroom manager, providing administrative and operational assistance to contribute to the smooth running of daily activities.

Order entry in the operator was an integral part of my tasks, ensuring efficient management of business transactions.

Lastly, I assisted in showroom merchandising, contributing to the layout and visual presentation of collections to create an attractive and inspiring environment for our clients.

This experience at Gianni Versace allowed me to develop essential skills in customer service, showroom management, and team coordination.

- **Business Development Executive Intern at ACEVO Solutions**

Acevo Solutions | Mar 2012 - Jun 2012

I conducted research into target markets for the services and extracted contact details for key clients. I wrote reports on specific elements of the marketing strategy and implemented marketing activities for the services. Additionally, I contacted potential clients to promote the services and collaborated closely with the Business Planning consultant to develop a product promoting third sector consortia. I supported the Services Manager in meetings with various potential partners and performed ad hoc administrative tasks using Microsoft Office.

Education & Training

2013 - 2014

- **Milano Fashion Institute**

Master's degree, Fashion, Brand and Product Management

2008 - 2011

- **School of Oriental and African Studies, University of London**

Bachelor's Degree, Politics