



Fabrizio Luccardi

Recruitment Supervisor

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Languages

Italian (Work Proficiency)

Spanish (Native)

Portuguese (Work Proficiency)

English (Native)

About

With extensive luxury retail experience, I excel in customer service and CRM systems. I've managed flagship stores, planned VIP events, and consistently met sales targets. Proficient in English, Spanish, Italian, and Portuguese, I thrive in dynamic retail environments.

BRANDS WORKED WITH

Armani Exchange

For Harrods (Agency)

Stephanie Jackson Recruitment

The Post Office

French Connection Flagship store

Experience



● **flagship store supervisor/ key holder**

Armani Exchange | Apr 2023 - Now

Been working at Armani exchange, as a supervisor key-holder my main duties consist of provided luxury customer service and building a relationship with my clients using the CRM system YX providing them with the highest quality items and materials sourced from Italy, such as cashmere wool cowhide leather

Daily duties

- Opening and closing the store setting and deactivate insecurity alarms
- Setting standards, along with hosting team meeting with assistant manager or store manager
- Demonstrate a entrepreneurial approach to grow my customer base
- Planing and hosting events such as private sales, in-store events or new product/collection launch with vip clients
- Filling out end of the reports and handovers for the morning team

● **Elite associate's luxury recruitment**

For Harrods (Agency) | Nov 2021 - Apr 2023

I'm currently working in the second-floor menswear department for brands such as Canada goose, D squared and Moschino as a sale assistant.

- Delivering excellence Customer service whilst building a loyal customer base of repeat shoppers
- Responsible for CRM data gathering & quality management
- Contribute to achieve the location's performance targets and individual KPI's
- Support in transaction, complaint & return handling
- Participate in regular trainings to continuously develop
- Support in all operations for loss prevention and stock management
- Drive the use of all available tools and ensure procedures are executed and policies followed

● **Agency**

Stephanie Jackson Recruitment | Aug 2021 - Feb 2022

I was based in Selfridge as a sale assistant. I have worked for brands like Hermes, Versace and back of house for Monica Vivica.

- Greeting and high standard service to international and regular clientele
- Customer sales advice and presentation of the collection
- Organising and completing digital / phone orders for clients
- Client relationship management through digital tools
- Building relationships with other stores and clients

● **Sales**

The Post Office | Feb 2020 - Aug 2021

- Cash handling and money management
- Selling financial products and services to meet targets.
- Selling stamps and dealing with letters and parcels



- Paying out pensions and benefits
- Accepting bill payments
- Dealing with vehicle registrations and car tax
- Checking passport and driving licence applications
- Selling travel insurance and foreign currency
- Making sure the books balance at the end of the day

● **supervisor/sales assistant)**

French Connection Flagship store | Aug 2018 - Jan 2020

- Always maintained a high standard of merchandise and housekeeping and as well carrying out the replenishment on the shop floor. I've had to be inspiring, motivating and be encouraging towards my team.
- Assisting in the training and development of colleague's Sales/stock-room Assistants
- Maintaining stockrooms and loading bay.
- Taking in deliveries as well of transferring merchandise to other stores
- Tagging and separating delivery
- Re-organising of Stockrooms
- Separating the sales stock from new merchandise
- Meeting sales targets as well as meeting KPI's
- Making sure conversion levels are kept well balanced.