



Luca Bardoscia

Assistant Manager

London, UK

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Languages

English (Fluent)

Italian (Native)

About

I have a broad and unique combination of experience in all aspect of Luxury Retail, Sales, Team Management and Product Development.

With over 10 years experience in Luxury Retail, my key skills include managing multiple projects and large teams organizing and implementing effective working system and processes, generating efficient and effective solutions to challenges, recruiting, managing and motivating individuals and teams. I can apply these skills across different aspects of a business and at any level in a organisation.

Experience:

Luxury customer service - Team management, Managing a team of 50+ members and people development - Floor management - Customers maintenance and relationship building - CRM-

Quick learner, curious, ambitious, agile with a strong commercial mindset.

Concession manager, department manager, memberships manager, team leader. Media and communication degree, interested in digital marketing, copywriting, and social media or playing with words and creative contents.

Empathy, people support, people development, customers satisfaction, trainings, travels.

Harrods

Buying, KPIs and team performances

Excellent interpersonal skills

Effective time management

Ability to stay calm in stressful circumstances

Ability to problem solve

Handling cash, high value transactions and credit cards

E-commerce, over the phone payments, client service requests.

10 years customer service and sales experience facing clients, working towards targets, KPI's and high turnovers.

The highest revenue in the fashion industry and in the UK

WRTW and Accessories

Native Italian speaking

Fluent English speaking

Multitasking

Troubleshooting in minutes

Handling complaints and difficult clients Relationship Building

Customer focused

Headhunting, resourcing and recruitment

Assistant Boutique Manager

BRANDS WORKED WITH

Anya Hindmarch

Cisternino Insurance Agency

Goyard

Louis Vuitton

Roberto Confezioni - Luxury Garments Manufacturer

The White Company

Experience



● Manager

Louis Vuitton | Nov 2017 - Now

Team Manager

Managing a team of 126 people, leading by example and always ensuring a to keep the floor covered with high standards.

In-store training and coaching and responsible of on-boarding and Inductions

Daily Turnover of 200k

Luxury customer's experience with 100% mystery shopping scores.

Team Development and KPI's monitoring with one to one touch-bases.

Team support on the floor across 4 departments and main customers point of contact

Regular and annual inventory to prevent stock loss

Clients Experience focused and new Client development and relationship

In-store events organisation and VIC's follow up and relationship.
 Guide and Support for the team in delivering the best customer service and making sure they will return.
 Quick Problem Solving and Managing clients complaints in a timely and proactive manner.
 In-store Trainer always making sure the team is updated about new products and after care.
 Achieving Targets and Objectives
 Producing weekly and Monthly Sales Reports
 Relationships Building with the Merchandising team and with the Product team.



● **Expert Advisor (WRTW and LG's)**

Louis Vuitton | May 2016 - Nov 2017

Harrods
 Driving the LGs category for 10M turnover leading by example on the floor.
 - Floor Management - in store Trainings - Communication
 - VIC relations - personally generating 2.5M sales p.y.



● **Brand Ambassador (host at the LV exhibition)**

Louis Vuitton | Oct 2015 -

Series 3 Exhibition - London



● **Client Advisor (WRTW)**

Louis Vuitton | Aug 2014 - May 2016

Sales driven and VIC relationship builder.
 I've generated sales for over 2M in one year, and been nominated top 100 best sellers by Harrods and by the Company for 4 years



● **Buying administrator assistant**

The White Company | Sep 2013 - Aug 2014

Assisting the Buying Manager in the product development, dealing with suppliers oversea and with the sample room. Following up with the product lifecycle from origin to the end.
 General admin assistant.

● **Senior Advisor, International mail orders and Admin**

Goyard | Sep 2012 - Sep 2013

Administration tasks, international customer service, In Store VM, International Sales with the Middle East through mail orders and BeSpoke.



● **Concessions Manager at Liberty**

Anya Hindmarch | May 2010 - Sep 2012

Manager of the First Concession at Liberty
 Opening of the Concession
 Stock Controlling and Operations
 Managing a Team of 6
 Relationship with Liberty Management
 Buying

● **Intern Production Assistant**

Roberto Confezioni - Luxury Garments Manufacturer | Jan 2008 - Jan 2009

Intern overlooking the Quality Control, Assisting the Production Manager

● **Manager**

Cisternino Insurance Agency | Jan 2007 - Mar 2010

I have managed the operations of the Agency and overlooked the relationships with the Clients and with the Supplying Insurance Companies.

Education & Training

2001 - 2005 ● **University of Salento, Lecce, Italy**

Media and Communication, Mass Communication/Media Studies