



Sophie Polese

Luxury and Contemporary Fashion

Paris, France

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Languages

Danish (Native)

Italian (Basic)

French (Native)

English (Fluent)

About

BRANDS WORKED WITH

DSV - Global Transport and Logistics

Fête Impériale

Hermès

Ole Lynggaard Copenhagen

Experience



● Head of Operations

Fête Impériale | Jan 2021 - Jan 2022

Managed transversal business projects to optimise operations and increasing revenue. One direct report
Retail and wholesale
Provided monthly sales performance reporting
Exceeded revenue target by 400% by implementing stock sales, client events and signing international wholesale clients (LuisaViaRoma, Printemps Doha etc...)
Increased the in store spend for VIC clients by 20%
Customer experience
Defined omnichannel experience guidelines and supervised client service back office operations
Oversaw CRM improvement and initiatives projects (loyalty programme, email marketing campaigns)
Production
Enhanced cross-functional collaboration improving data reliability on the CMS by 70% Engaged in negotiations with various stakeholders across the supply chain



● Sales Assistant Customer

Hermès | Mar 2020 - Jul 2020

Copenhagen Airport - Travel Retail Sales Assistant
Customer Service and clienteling



● Operations Assistant

Fête Impériale | Jan 2020 - Jan 2021

Coordination of all ecommerce, retail and wholesale related operations
Optimised stock management, reducing manual tasks by 30%
Managed compliance projects including Brexit conformity and HS Code standardisation



● Corporate Marketing Student Assistant

DSV - Global Transport and Logistics | Jan 2019 - Jan 2020

World's fourth largest freight forwarding company Corporate Marketing Student Assistant
Project management across market units with the responsibility of creating international sales materials Consolidated key industry-specific information into effective sales presentations Collaborated with internal product and service owners, contributing to the successful launch of 10+ services in new markets

● Sales Ambassador

Ole Lynggaard Copenhagen | Jan 2017 - Jan 2018

Leading Danish fine jewellery brand
Built French market clientele through exceptional customer service
Represented the brand at key industry events (PFW, French Chinese Luxury Business Club...)

Education & Training

2023

● **SDA Bocconi**

Master of Science in Management,

2018 - 2021

● **Copenhagen Business School**

Bachelor's Degree - Intercultural Marketing Communication (BA),