



Carmine Fusco

MFC Store Manager

Milan, Metropolitan City of Milan, Italy

[View profile on Dweet](#)

Links

[LinkedIn](#)

Languages

English (Work Proficiency)

About

BRANDS WORKED WITH

Abercrombie & Fitch Full-Time

Adidas Group Full-Time

Bershka Full-Time

Cos

Experience

● Store Manager

Cos | Oct 2018 - Now

Store Manager at COS, Milan – Corso Venezia
November 2018 – Present

- Ensure strategic goals and sales targets of the store are met by maximizing sales and gross profit, reviewing sales performance (including CR, UPT,AP), controlling expenses, and managing inventory.
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff.
- Drive customer service excellence in every aspect of the store, including store appearance, display of merchandise, product placement, story layout, and selling procedures.
- Analyses monthly customer service reports (Albatross – 78%) and works with the managers of the store to implement action plans based on the feedback.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- Monitor stock and inventory (+5k pcs), and perform quality assurance of merchandise on a regular basis.

Development plan

- Built and led several training sessions for all of the Italian stores relating to:
 - o Leadership expectations
 - o Feedback inner thought
 - o Inclusion and diversity
 - o Company people & culture
 - Created a Smart Action Plan to implement the Customer Service Global Strategy.
 - Supported the HR Manager on the hiring process for all of the stores, including the managerial level hiring.
 - Took on the interim role of HR Manager Italy during periods of annual leave, this involved defining, leading, and monitoring the weekly HR's priorities.
- see less

● Floor manager Womenswear and Menswear at COS, Milan – Corso Venezia

Cos | May 2014 - Oct 2018

Floor manager Womenswear and Menswear at COS, Milan – Corso Venezia
March 2016 – October 2018 (Womenswear)
May 2014 – February 2016 (Menswear)

- Managing staff (9 people Menswear – 25 people Womenswear) including interviewing and hiring of new staff, conducting performance reviews, and providing on the job training.
- Establish routines for employees to ensure replenishment, customer assistances, fitting room tasks.

- Organizing and executing promotions, sales events and innovative business processes.
 - Processing customer complaints, comments and feedback while working to resolve any issues.
 - Ensure company goals and objectives (CR,UPT,AP) are being met by each employee and provide feedback
 - Ensure correct approval for customer discounts, returns and exchanges while providing customer satisfaction and positive interaction with the company.
- see less

- **Store Logistic Italy and Stock Manager at COS, Milan – Corso Venezia**

Cos | Jun 2012 - Apr 2014

- Planning and organization of new openings including training of staff.
- Management and optimization of the stockroom.
- Space management, procedures and routines of delivery process.
- Loading and unloading goods, layout settings.

- **Store Manager at Bershka, Milan – Corso Buenos Aires**

Bershka Full-Time | Dec 2009 - Feb 2012

Store Manager at Bershka, Milan – Corso Buenos Aires
December 2009 – February 2012

- Sales & Budget management.
 - Staff Planning including keeping contacts with agencies, scheduling timetables, planning productivity and budget management.
 - Stock Optimization and goods management in accordance with sales trends
 - Inventory management, coordination and showcases, cash management.
- see less

- **Store Manager at Adidas, Marcianise – CC. Campania**

Adidas Group Full-Time | Apr 2008 - Oct 2009

Store Manager at Adidas, Marcianise – CC. Campania
April 2008 – October 2009

- Selection of the assortment
 - Sales management & cash management
- see less

- **Overnight at Abercrombie&Fitch, Milan – Corso Matteotti**

Abercrombie & Fitch Full-Time | Nov 2009 -

Overnight at Abercrombie&Fitch, Milan – Corso Matteotti
November 2009

- Stocking and arranging items on shelves neatly.
 - Reading and updating inventory reports.
 - Reporting damaged merchandise to managers.
 - Labeling items with the correct prices.
- see less

Education & Training

2002 - 2007

- **Technical institute for tourist services “E.Mattei”, Aversa.**

Technical institute for tourist services “E.Mattei”, Aversa.,