



# Laura Mosca

Senior Operations and Business Consultant - Oxford Hounds Inc.

📍 London, UK

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## Links

[LinkedIn](#)

## Languages

Italian (Native)

French (Fluent)

English (Work Proficiency)

## About

A vastly experienced Senior Operations and Business Manager with demonstrable proficiency in leading business change and textile transformation solution programmes across multi-disciplinary and fast-paced environments including Victoria Beckham Ltd, Dolce & Gabbana and Harrods.

Deploys superior frameworks to drive rapid and consistent operational improvements across people, processes and systems to drive significant revenue upside and deliver innovative projects on time and within budget to support and facilitate organic organisation expansion ambitions.

With an engaging communication style, seamlessly embeds into high-performing multi-national teams to meet client objectives whilst demonstrating superior thought leadership and industry-knowledge to solicit programme buy-in from Executive teams.

#customersuccess #commercialstrategies #branding #revenue #luxuryfashion #garmentconstruction #textiles #retailoperations

### BRANDS WORKED WITH

- Dolce & Gabbana S.R.L.
- Harrods
- Hoxford Hounds
- Selfridges
- T.P. Imagine
- Victoria Beckham

## Experience

### ● Head of Operations and Business

Hoxford Hounds | Jul 2021 - Now

- Report directly to the CEO
- Oversee the factories in Italy (collection and fabric)/ Negotiate contracts
- Planning the collection according to the markets demands/trends
- Recruitment for the design and development department / Ensuring the financial targets are met
- Making sure the safety and the law regulations are followed



### ● Head of Operations and Technical

Victoria Beckham | Feb 2017 - Jul 2021

- Report directly to the senior leadership team on store performance including sales, staff turnover, stock control / management and accomplished KPIs.
- Develop technical strategies, alongside the Product Director, to maintain and increase profitability, whilst maximising business opportunities and minimise revenue leakage.
- Formulate profitable business development strategies to ensure the long-term success of sites, actively managing key operating costs and evaluating performance using key metrics.
- Develop and manage operational budgets, providing revenue/forecasting reports.
- Hold overall responsibility for the Atelier department; overseeing Machinists, Pattern Cutters, Sample Cutters, Pre-production Coordinators and Product Developers; creating and designing design technical specifications, updating as per seasonal trends and overseeing design sketches, handover of collection pattern, fabrics and specifications to drive innovative product launches.
- Manage vendors, supplier and other stakeholders, building profitable long-term relationships, applying strategies to lower vendor costs, actively reviewing increasing and leading negotiations.
- Implement quality control process gateways on all products, supervising the examination of embroidery and assisting the team where necessary.
- Liaise with suppliers to obtain pricing, item lead times, ordering and management of incorrect/defective/damaged products.

- Drive rapid and consistent operational improvements to ensure projects are completed on time, to budget, quality standards and customer service agreements, utilising all resources across the organisation.



## ● Head of Operations and Business

Selfridges | Jun 2015 - Oct 2016

- Responsible for building and maintaining all strategic and operational sales relationship activities, achieving good business relations and networking opportunities.
- Created developed and built a strong pipeline of business to deliver a predictable and growing revenue stream and profit in-line with organisational growth targets.
- Managed new accounts, responding to customers via telephone and email; facilitating positive increase in customer satisfaction, retention and growth metrics, establishing and implementing an effective global customer success strategy.
- Oversaw the fitting of garments for ladieswear and menswear; measuring garments for “made to measure” and bespoke items.
- Utilised interpersonal and communication skills to lead, influence and encourage team of 30; advocating sound financial/business decision making through a “lead by example” approach



## ● Senior Operations and Technical Manager

Harrods | Jan 2010 - May 2015

- Originally recruited as Technical and Operations Supervisor in 2010; promoted to Senior Technical and Operations Manager in October 2013.
- Responsible for the day-to-day operations of a busy Fashion division; leading the smooth running of the workroom; providing technical thought leadership and solution delivery across core areas including technical alterations, original finish creations and implementing robust quality control processes across all garments, including special orders and Harrods own brand.
- Maintained accurate daily paperwork including shipping and receiving records, inventory activities, time and production records.
- Managed and evaluated machine resources to ensure productivity and minimal downtime whilst ensuring all relevant health and safety frameworks and legislative process are adhered to.
- Coordinated production workflow; strategically planning weekly and daily workflow to meet shipping deadlines.
- Implemented continuous improvement activities to reduce scrap and increase productivity.
- Achieved efficiency and quality goals for all produced goods; developing guidelines and processes that measure and assess performance standards for productivity and quality.
- Acted as Liaison for garment fitting, including VIP/UHNW clients including Private Suite, By Appointment and International Room Ladies and Men



## ● Deputy Floor Manager

Dolce & Gabbana S.R.L. | May 2008 - Jan 2010

the Floor Manager to deal daily with a team of four part-time and two full-time staff

Maintained the standards of the ground floor with the preview of Ladieswear, Menswear, Accessories and Kidswear collections

Responsible for VM in the Kidswear department – also fulfilled the roles of supervisor and retail buyer

Successfully increased sales by 20% and achieved Top Seller UPT

Successfully reorganised the Kidswear department to ensure greater efficiency

Monitored picking, customer returns and shipping, ensuring customer orders were fulfilled on time

Dealt with customers on various queries relating to their orders

Worked with the Store Manager, to ensure any issues were communicated and dealt with accordingly

Using own initiative, significantly increased sales by 30% on the total target of adult clothing by studying customer purchase of multiple items, creating a spread sheet of contact details, sending out the new collection

with an invitation to a launch event, coordinating the launch event with Milan and offering a 10% discount

- **Deputy Director**

T.P. Immagine | Feb 1997 - Dec 2007

Luxury family atelier de mode, producing and selling Ladies wear, Menswear and Kids wear (300 pieces collection)

Managing staff of 15 people including Pattern Cutters, Tailors, Garment Technologists and Fitters

Organizing day to day schedule and making decisions to meet with weekly and monthly tasks

Liaising with luxury companies such as Prada, Gianfranco Ferré, Max Mara, Krizia, Missoni, Trussardi, Mila Schön, Alviero Martini, Fusco, Donna Malisa, Malhas, Annabella and Piazza Sempione in regards to production for the first line of the collections

Delegating and communicating work to the tailors to achieve a luxury finish

Quality control of garments during all the process

Working Closely with the pattern cutter to oversee sizing, fitting, testing pre-production garments and develop new pattern blocks

Selecting suitable fabrics and taking clients measurements to ensure correct fitting

Responsible for increasing sales/profits, reducing costs, quality control and increasing market share

## **Education & Training**

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2004 - 2009

- **Libera Università di Lingue e Comunicazione IULM**

Public Relations,