



Dario Nappi Quintiliano

Digital Assistant at Selfridges

London, UK

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Languages

Italian (Native)

About

Outgoing, motivated team player, eager to contribute with dynamic staff, focused on opportunities for professional growth. Positive working relationships with others, supporting the team to achieve common goals and respect for my colleagues are some distinctive aspects of my personality. I goal to learn and improve myself more and more. Italian mother tongue.

BRANDS WORKED WITH

Cisco Networking Academy

Ex Voto Boutique

Giorgia & Johns

Harrods

Lost Ink Official

Made

Selfridges

Shenker - Design Your International Self

Experience

● Operations Assistant

Harrods | Aug 2019 -

- Assisting Private Client Managers and Personal Shoppers in all aspects of complex transactions
- Maintaining and managing all stock related discrepancies, keeping the Sales Manager informed of outstanding issues and ensuring they are dealt with in a timely manner
- Updating and monitoring the database of stock held and carrying out stock enquiries
- Process sales orders, pick lists, shipping labels and shipping documents for 3PL's within a strict deadline
- Troubleshoot the cause of product shortages and format weekly/monthly shortage reports for review
- Ensure the requests are managed in a timely manner, always working to exceed the teams and Clients expectation, delivering in line with defined KPI's and SLA

● Logistics Coordinator

Made | Apr 2019 -

- Coordinating and monitoring supply chain operations
- Received goods in warehouse, entered PO in ERP system, shipped goods outbound.
- Follow up with 3PL's on open orders that did not meet the required ship date.
- Utilizing logistics IT to optimize shipping and transport procedures
- Keep logs and records of warehouse stock, executed orders etc.
- Prepare accurate reports for upper management
- Monitor deliveries, ensuring customer satisfaction and maintaining accurate logs of all transportation and goods

● Logistics Assistant

Lost Ink Official | Sep 2018 -

- Preparing daily/weekly/monthly shipping reports to be distributed to the management team
- Preparing billing documentation and approving suppliers invoices
- Building relationships with internal and external teams (buying, merchandising, wholesale, warehouse)
- Liaising with suppliers from UK, Europe and Far East
- Coordinating transport of product from country of origin to final destination for both air and sea freight
- Performing data entry and issuing freight arrival notices to customers and brokers
- Providing completed booking confirmations for orders and sending final documentation to the relevant party (account management, customers and warehouse team)
- Analyzed cost and appropriate shipping arrangements and arranged deliveries

- **English Certificate B2**

Shenker - Design Your International Self | Aug 2018 -

- **CISCO CCNA Certificate**

Cisco Networking Academy | Nov 2016 -

- Management of user problems
- Systems upgrade
- Monitoring IT infrastructure
- Knowledge of network
- Knowledge of performance issues and security of network

- **Stock Controller**

Giorgia & Johns | Jan 2015 -

- Responsible for the receiving and shipping of products; worked with warehouse personnel to assure the highest level of efficiency in the workflow
- Communicating with suppliers to make sure orders arrive on time and correctly
- Perform cycle counts and regular stock checks
- Ensured implementation of all standard operating procedures for efficient business operations
- Working with the Buying and Logistics teams to ensure successful delivery of product to market
- Handling stock within the warehouse, replenishing, organising deliveries and transfers

- **English Certificate B1**

Shenker - Design Your International Self | May 2015 -

- **Menager Assistant**

Ex Voto Boutique | Sep 2013 -

- *Customer welcoming and customer management
- *E-commerce administrator
- *Customer service
- *Preparation of offers, order and agent management
- * Supplier relations
- * Warehouse Operative
- *Business computer maintenance



- **Digital Assistant**

Selfridges | Aug 2021 - Now

- Create/support concession data and work collaboratively with brands to resolve any issues, update pricing/Geo pricing for them
- Perform frequent competitive analysis, communicate findings, recommend changes, updates and improvements to support the company's objectives
- Effectively manage and minimise products that are in stock and not on site
- Deal with queries from suppliers, B&M, Photo Studio, Digital team and Customer Services and escalate to the product lifecycle manager if required
- Create, maintain, and enter information into databases
- Conduct regular Online site-walks, highlighting priorities to the Product lifecycle manager in a timely manner
- Manage product lifecycle which includes manage/maintain site catalogues and loading product photography across sites

Education & Training

2008 - 2013

- **Liceo Vincenzo Cuoco**

Diploma di Liceo Scientifico Liceo Scientifico88/100,

