

Manuela Papa

Retail specialist

📍 London, UK

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Links

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Languages

English (Fluent)

Italian (Native)

About

I am a dynamic and energetic out box thinker, I result drive professional executive in a progressive work experience in a multi-cultural environment with career defined by progressively responsible and diversified experience in competitive business environment, I am a dedicated individual with experience within art business and fashion retailing industry and digital marketing. I consider myself an excellent communicator who is able to manage client relationships. A quick and eager learner who rises to new challenges with enthusiasm.

BRANDS WORKED WITH

Alexander Valentine Atelier

Art Galleries Europe

Campo Marzio - Official

Goodcrowd.Org

Improntabarre

Liberty Ltd

Marks and Spencer

New Era Cap

Experience

● General Store Manager

Campo Marzio - Official | Jun 2019 - Now

- Working with the director, to set targets
- Ensure all KPI targets & expectations are delivered
- Manage all legalities & Health & Safety of the business
- Oversee the store's day-to-day operations
- Deliver memorable customer service and product knowledge
- Maintain inspiring the team and coach them constantly
- Inventory
- Recruiting Lead, coach and develop members
- Providing feedback to all areas of the business to driving performance
- Managing E-commerce
- Opening new stores overseas

● Sales Executive

Improntabarre | Sep 2006 - Now

I am responsible of the International development of our family business.

● Store Manager

Alexander Valentine Atelier | Feb 2019 - Jun 2019

- recruiting, training, supervising and appraising staff
- managing budgets
- Meetings with existing\potential clients
- maintaining statistical and financial records
- dealing with customer queries and complaints
- overseeing pricing and stock control
- maximizing profitability and setting/meeting sales targets

● Interior Design Consultant

Liberty Ltd | Oct 2018 - Jan 2019

I used to meet with my clients to assess their design needs. Then follow up the clients throughout a project and at the completion to address concerns and ensure satisfaction.

Suggest interior design elements. This usually involves formulating a design plan that includes specifying necessary materials, product sourcing, and budgeting.

Helped clients utilize living space by arranging furniture, lighting and other fixtures, create design plans and select color schemes and styles. I research and maintain a working knowledge of trends and new developments in the interior design and architecture worlds.

● Section Manager

Marks and Spencer | Dec 2014 - Oct 2018



- Driving the team to deliver excellent customers service
- Training and inspiring the team to meet business needs such target, profit and cost
- Working close with operation and visual merchandise team to ensure the standards are always met
- Responsible for the overall wellbeing of staff being the first point of contact to resolve any issue
- Strong ability to solve complains
- Knowledge about product to satisfy any customer inquire
- Driving the back stage team to follow correct procedure about stock delivery, returns and s&d
- Managing through the company tools and metrics to ensure that targets are always met

● Visual Digital Marketing Designer

Goodcrowd.Org | Oct 2014 - Dec 2014

Establish the look and feel for various interfaces, including websites, mobile devices, apps
 Design user-centered interaction models, wireframes or screen mockups
 Design logos, icons and infographics
 Work on email marketing items, presentation materials and interactive event materials

● Art Consultant

Art Galleries Europe | Nov 2013 - Oct 2014

Handle phone traffic, prepare purchase orders and coordinate events and exhibits. During regular hours and special events, ensure that the gallery is clean and that visitors follow the rules. I was responsible for monitoring and keeping artwork safe while the gallery is open.

Greeting potential client at the front desk at the gallery ready to answer questions and field sales inquiries. Full knowledge about artists and exhibits and have the ability to remember names and faces, also promote current and upcoming exhibits and ensure that visitors do not damage any works in the gallery.

Be helpful with the physical installation of exhibits, that include painting or repairing walls and pedestals, allocating display materials and removing artwork when an exhibit is over, also operate audio-visual equipment and keep the gallery's website and social media outlets up to date.



● Store manager

New Era Cap | Aug 2023 - Now

- Developed and implemented effective store strategies to drive sales and exceed revenue targets
- Managed inventory levels and stock availability to minimize out-of-stock situations
- Led and motivated a team of sales associates to provide exceptional customer service and increase satisfaction rates
- Implemented visual merchandising techniques to enhance store aesthetics and drive sales
- Set effective store schedules based on forecasted customer levels, individual employee knowledge, and service requirements.
- Approved regular payroll submissions for employees.

• Provided excellent customer service, promoting membership loyalty and increasing customer satisfaction rates.

Education & Training

2021 - 2011

● ThePowerMBA

ThePowerMbaMBA, Business Strategy, Entrepreneurship, Marketing, Innovation and Digital Transformation,

2007 - 2012

● Accademia di Belle Arti di Palermo

First honour degree, Graphic design

