PIETRO PINNA

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Senior Client Advisor with 15+ years of experience in luxury retail, stock, and operations, seeking a challenging Office Manager role. I have a proven track record of successful management and supervision of teams, streamlining processes, outstanding customer service, and efficient and effective office operations.

In my previous role at Louis Vuitton, I was responsible for overseeing all aspects of the store's daily operations, keeping the office and the stock room organized, ordering supplies, and keeping inventory under control, answering phone calls, welcoming visitors, placing food order for events and internal team building, assisting IT and liaise with all department managers, ensuring new and existing processes and procedures were implemented and adjusted. I am able to prioritise tasks, with a frindly a can do attitude.

**Key Skills**

* Motivational Leader.
* Positive attitude and willingness to learn and improve.
* Operational improvement and time management skills with ability to prioritise tasks.
* Facilities management skills.
* Problem solving and decision making.
* Excellent interpersonal skills, great listener, able to build and maintain relationships with people at all levels.
* Computer literate, digital skills.
* Administrative and organizational skills with exceptional attention to detail.

**Professional Experience**

**Fendi,** London Selfridges – Nov 2021 – Oct 2023

**Senior Client Advisor, Leather good’s accessories ground floor**

* Meeting and greeting clients, ask open questions, finalise the sale by assisting them in locating and selecting products that best meet their requirements. Build long lasting relationships. Contact them with a commercial or non-commercial approach to visit our store. Give a 5-star customer experience.
* Improve customer retention by creating an emotional customer experience, offering a professional and individual human touch, and making customers feel special.
* Arrange personalised gifts, cards, and paperwork for clients.
* Book meetings, reserve items, and manage daily appointment.
* Report customer feedback on products, especially newly launched products.
* Able to correctly operate the Retail Pro Management system in all areas, e.g., stock transfer, payment, stock inquiry, and customer database input to ensure an up-to-date client database.
* Perform store duties as assigned by management.
* Maintain inventory accuracy by properly receive, display, and store merchandise according to company guidelines.
* Maintain an up-to-date knowledge of products to be able to provide useful information to customers.

**Brooks Brothers**, London Westfield – 2019 to August 2021

**Store Assistant manager**, Women’s and Men’s ready to wear, Tailoring, accessories.

* Welcomed, greeted, and approached all customers, offered a tour of our collection.
* Collaborated with the Store Manager in strategy implementation which resulted in a 29% sales increase in 2019.
* Coordinated daily customer service operations (e.g., sales processes, orders, after sales and payments) through an accurate checking list SOP daily.
* Produced weekly sales with constructive comments on what to improve to hit sales targets.
* Trained, developed, and motivated 7 full time members of staff to deliver outstanding customer service, ensuring high standard in store with minimal disruption to customers and operations giving them constructive feedback.
* Planned tasks according to the priorities set by the business, through an accurate daily, weekly, and monthly plan.
* Monitored team’s adherence to company policies and procedures.

**Fortnum & Mason**, Piccadilly London – 2017 to 2019

**Floor Supervisor** - Men’s RTW, Accessories, Leather goods.

* Elevated customer experience in store by making sure all customers were approached, greeted, offered beverage, and made them feel at home.
* Augmented products availability for clients, interacting with supply chain and buyers.
* Reached individual objectives by being accountable for in store KPI's.
* Improved mystery shop floor results from 65% to 85% VS previous year through coaching the team.
* Contributed to the nomination of the floor I was supervising as best performing, for overachieving target by 30% in 2018.

**Louis Vuitton**, Flagship store New Bond Street – 2013 to 2017

**Team and Operations Manager**.

* Coordinated back of house operations and administrations across 3 floors as a key expert in operation management and main point of contact.
* Dealt with general office enquiries and corresponded in a friendly and polite manner.
* Daily set up and run the office (setting up meeting rooms, distributing post, handling deliveries for the shopfloor and offices).
* Ensured all office equipment was functioning and reported issues to the facilities or the IT teams.
* Oversaw health & safety for the store.
* Expense management – Basic book-keeping and filing of monthly company expenses for the office.
* Booked couriers and taxis for staff and clients.
* Grocery runs/weekly food shop – organised the weekly food shop and daily food supply runs when needed.
* Managed Cleaning and Security team.
* Managed monthly budget and stationary orders.
* Managed a team of 8 people, providing motivation, monitoring performance, and giving regular feedback through regular coaching, touch base meetings, performance reviews and return to work procedures.
* Effectively supported marketing department events in store: room set up, food and beverage ordering, and hosting.
* Communicated effectively either verbally or via email or letter, promoting support, thus facilitating good working relationships, and improving poor performance. This achieved positive results within the staff, providing excellent customer service, and meeting targets.
* Regularly walking-through and visiting all floors enabled pro-active risk management, opportunities check, visual compliance check for dress code, health and safety compliance.

**Education:**

2021 – Graphic designer level 1, London, UK

2021 – Bookkeeping level 1, London, UK

2019 – Advanced level 2, speaking, writing, and listening, ESOL certificate, London, UK

2004-2008 – Proficiency English courses, Westminster College, London, UK

1995 – Hospitality Management Diploma, Alghero, Italy