

Alberto Leonardi

VIC/CRM Manager

📍 28 Platt's Ln, London NW3 7NS, UK

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Languages

Italian

English

About

A motivated achiever with strong organizational skills, luxury retail exposure, and the ability to plan and execute tasks to satisfy the most demanding clients and provide an excellent customer experience. I seek challenging assignments and responsibility with an opportunity for growth and career development. I work in a practical way always striving for excellence, where I can utilize my skills demonstrating strength and efficiency.

BRANDS WORKED WITH

Adele-c S.r.l.

Church's

Givenchy

Mariani Ferro S.P.A.

Paul

Experience



VIC/CRM Manager

Givenchy | Jan 2020 - Now

- Proactive approach to sales and delivering high service standards
- I'm in charge of all TOP customers of the boutique and I'm focus on the strategy to keep strong relationship with them.
- Updating myself and training the team regarding all the new collections
- Strong team player, with the energy to motivate others and contribute to both individual and team success
- Attention to detail, and strong in-depth product knowledge
- Driven to achieve company KPI's and targets
- Excellent communication skills, demonstrating professional etiquette and effective rapport building
- Positive and can-do attitude, with a natural drive to deliver and accommodate

Sales Assistant

Church's | Apr 2018 - Dec 2019

- Proactive approach to sales and delivering high service standards
- Strong team player, with the energy to motivate others and contribute to both individual and team success
- Attention to detail, and strong in depth product knowledge
- Driven to achieve company KPI's and targets
- Excellent communication skills, demonstrating professional etiquette and effective rapport building
- Fluent in English, and Italian
- Positive and can-do attitude, with a natural drive to deliver and accommodate
- Achieved Top Seller status within the last 12 months
- Consistently achieving over £100,000 PCM

Assistant Manager

Paul | Nov 2015 - Apr 2018

- Co-Managing the day to day running of the shop in the most efficient and effective manner, delivering the highest possible standards of service through a highly trained and passionate team, whilst being pro active in maintaining and improving turnover and profitability, following PAUL UK standards and guidelines.
- Delivery of business strategies, with the support of key departments
- Seek and maximize revenue opportunities and minimize costs at all times
- Consistently exceed customer expectations through the team and product
- Developed a motivated and high performing team committed to delivering clear goals
- Protect the health, safety and well-being of customers and teams
- Ambassador the PAUL UK brand at the highest level

Bussiness and Administration

Mariani Ferro S.P.A. | Jan 2015 - Apr 2015

- Administration, accounting, customer selling, sales and foreign relations.

- **Retail Sales Assistant**

Adele-c S.r.l. | Sep 2006 - Dec 2014

- Relation with suppliers, delivery organization and logistics, supervision of work performed outside.

Education & Training

- **University of "Milano Bicocca", department of Economy**

Bachelor - Marketing, Corporate Communications and Global Market,