
LUCA CRESPI

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Italian Business Administration and Management professional with 7 years of Customer Service and Sales experience between Italy and the UK, pursuing an international career in Account Management.

Areas of Expertise / Interest

- Sales & Marketing
- Strategic Management
- Business Development
- Accounting & Finance
- Employee Relations
- Brand Management
- Project Management
- Customer Service
- Business Analysis
- Budgeting & Forecasting
- Team Training & Leadership
- Coaching & Mentoring
- Inventory/Merchandising
- Effective Issue Resolution
- Articulate Communication

PROFESSIONAL EXPERIENCE

ALIVINI LTD, Account Administrator and Evening Shift Leader, London, November 2018- July 2020.

Oversee a fast paced office team for this well-known Italian imported high quality food and ingredients distribution company based in London with a dislocated department in Leeds as well, which supplies a wide range of goods to a even wider range of prestigious restaurants in and outside the City on a daily basis. This Includes cooperating with the sales team and the transport team in order to ensure our customers the finest service and satisfaction, credit and debit control, invoicing, sales, delivery tracking, orders processing, customer facing, data analysis.

ULANKA SHOP, Supervisor and Store Assistant Manager, London, May 2016- March 2018.

Oversaw a dynamic sales team for this well-known Spanish fashion company based in Valencia with more than 300 stores throughout the country. This includes training the store staff, goal setting, budgeting, P&L management, inventory control, store upkeep, and ensuring the highest quality service standards and customer satisfaction.

Key Achievements:

- Achieved top sales for several consecutive months by using outstanding interpersonal skills to develop a rapport and trust with clients.
- Optimized sales team performance by providing ongoing training, individual coaching, feedback, and incentives to meet or exceed sales goals and revenue targets.
- Accomplished zero days off for illness and covered shifts on days off, as needed.
- Increase sales by conducting market analysis and comparative studies of consumer trends.

SAN GREGORIO SPA, Samarate (VA), Administrator | Account Management Assistant | Data Analyst, 2011-2014

Oversaw account finances for this historic international commerce company involved in the Rolling Mills production founded in 1963. This included gathering financial data, budgeting and forecasting, preparing reports, negotiating prices with vendors, and procurement of raw materials. Handled employee relations, including mediation with management and internal problem solving while translating purchase orders and contracts to and from English and Italian.

CRESPI LUCA

Page Two of Two

Key Achievements:

- Chosen to represent the company during business trips in India and Indonesia to meet potential customers and secure new clients in order to drive business growth and profitability.
- Promoted as a liaison between the factory workers and the management team to improve communications and productivity.
- Increased efficiency and productivity by developing effective organizational skills in order to prioritize and streamline tasks to work within strict timelines.
- Improved communications by summarizing and reporting required data in the clearest and most detailed way.

EDUCATION & SKILLS

BA (Hons) Business Administration, Insubria University of Varese, 2015

Economics & Politics, University of Milan, 2009-2010

Computer Skills: MS Office Suite, Advanced Excel User

Project Management: PRINCE2 Foundation and PRINCE2 Practitioner Project Management Certifications

Languages: Native Italian, Fluent English, Professional French-DELF PRO B1, French Institute of Milan

Interests: EA Gaming Consoles and Strategy, Sports, Journalism, Writing, Psychology, Wildlife Preservation.