

ANDREA CASOLE

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Learning and Development Manager

Innovative Learning and Development Manager with extensive experience in driving strategic learning initiatives within the hospitality, tourism, and financial services industries. Expert in the design and delivery of comprehensive training programs, leveraging AI to foster organizational growth and leadership development. Proven track record of enhancing instructional strategies and performance outcomes to align with corporate visions and values.

Professional Experience

AC Coaching FZE (Consulting), United Arab Emirates **Dec 2022 - Present**

L&D Consultant, Corporate Trainer & AI Consultant | Business Owner, Dubai

- **Strategic Planning and Leadership:** Crafted and led comprehensive learning and development strategies, from conception to completion, aligning with the client's core mission and business objectives.
- **Training Program Design:** Designed and executed diverse training programs incorporating AI-driven e-learning platforms to deliver impactful educational experiences. Facilitated workshops and presentations to enhance learner engagement.
- **Leadership Development:** Championed leadership development, identifying and nurturing high-potential talent, fostering career progression through custom-designed programs. Provided mentorship and coaching to emerging leaders.
- **Performance Management:** Implemented a robust performance management system, setting clear KPIs and utilizing AI analytics to measure training effectiveness and employee productivity.
- **Learning Technology Integration:** Pioneered implementation, from strategy to execution, of the latest learning technologies, including LMS and AI analytics, to streamline training delivery and accessibility, maximizing learners' facilitation and integration of learning solutions.
- **Change Management:** Significant change management initiatives to drive change, prepare the workforce for digital transformation, and cultivate adaptability to evolving business needs.
- **Budget Management:** Efficiently managed the learning and development budget, ensuring judicious allocation and maximizing ROI through strategic partnerships and vendor negotiations.
- **Collaborative Relationships:** Built strong relationships with HR business partners and department leaders to align learning programs with organizational objectives and promoted a culture of lifelong learning.

Excellence Education (Management Consulting), Italy **Jun 2020 - Nov 2022**

Senior Training Specialist, Milan

- **Learning Event Management:** Managed various learning events, implementing diverse teaching methodologies and media across multiple geographies.
- **Live Training Delivery:** Successfully delivered 370 hours of live training, coaching over 4000 personnel with excellent outcomes. Facilitated interactive workshops to enhance learning experiences.
- **Project Management:** Coordinated 12 projects with major banks and insurance companies across eight countries, focusing on change management, employee upskilling, leadership development, communication, sales enhancement, negotiation, and time management.
- **Interpersonal Skills:** Leveraged strong interpersonal skills to foster a positive learning environment and build strong relationships with stakeholders.

Sweetguest S.p.A (Hospitality), Italy **Mar 2017 - Apr 2020**

Chief Operations Officer, Milan

- **Operational Excellence:** Supervised day-to-day organizational functions, ensuring operational excellence and process improvements. Managed a team of 56 people, driving performance and accountability.
- **Cost Reduction:** Reduced operational costs by 28% through process improvement and best practice deployment. Implemented strategies from conception to execution to streamline operations.
- **Customer Satisfaction:** Boosted customer satisfaction rate by 15% over a three-year period through continuous improvement initiatives and enhanced customer service training.
- **Leadership Skills:** Provided mentorship and leadership to department heads, fostering a culture of excellence and accountability.
- **Project Management:** Led cross-functional projects, ensuring timely and effective execution of business initiatives.

Sweetguest S.p.A, Italy **Mar 2015 - Mar 2018**

Head of Human Resources, Milan

- **HR Strategy Development:** Developed and implemented HR strategies in line with business goals. Facilitated workshops to train staff on new policies and procedures.
- **Development Programs:** Designed and implemented development programs for the workforce, enhancing both technical and soft skills. Leveraged adult learning principles to ensure effective training delivery.
- **Talent Promotion:** Enabled the promotion of 68 employees from executives to specialists through effective hiring and internal management. Mentored emerging leaders and facilitated their career progression.

Core Competencies

Advanced AI tools LLMs, AI automation, AI Technology

Social Media Platforms and Management Tools Instagram, LinkedIn, Facebook, YouTube

MS Office Power Point, Excel, Word, Outlook

Learning Management Systems LMS, Course Creation, Online Course Development

Customer Relationship Management CRM, Salesforce

Education

Universita' Luigi Bocconi, Milan, Italy, Milan, Italy, Master's Degree in Mental Coaching

Universita' Luigi Bocconi, Milan, Italy, Milan, Italy, Bachelor's Degree in International Economics, Management, and Finance

- Major in Management, conducted in English.