



Andrea Casole

LIFE AND CAREER COACH | BUSINESS OWNER | CORPORATE TRAINER

Profile

Multi-talented Life and Career Coach with extensive international experience in the hospitality, tourism, and financial services sectors. Expertise in delivering comprehensive coaching programs to maximize individual and organizational performance, productivity, and growth. Strong background in change management and soft skills development. Committed to empowering individuals to realize their potential and achieve ambitious personal and professional goals.

Employment History

Business Owner, AC Coaching FZE, Dubai, UAE

JANUARY 2023 – PRESENT

- Founded and managing a life and career coaching company specializing in empowering individuals to reach their full potential through one-to-one online sessions.
- Developed and provided wide-ranging educational content in various fields.
- Successfully coached over 50 people within the first six months.
- Led an upskilling and communication project for a leading hospitality group.

Senior Training Specialist, Excellence Education S.R.L., Milan, Italy

JUNE 2020 – NOVEMBER 2022

- Managed various learning events, implementing teaching methodologies and media across different geographies.
- Successfully provided 370 hours of live training.
- Trained over 4000 personnel, delivering excellent coaching.
- Coordinated 12 projects with major banks and insurance companies across eight countries, focusing on change management, employee upskilling, leadership, communication, sales enhancement, negotiation, and time management.

Chief Operations Officer, Sweetguest S.P.A., Milan, Italy

MARCH 2017 – APRIL 2020

- Supervised day-to-day organizational functions, ensuring operational excellence.
- Reduced operational costs by 28% through process improvement and best practice deployment.
- Boosted customer satisfaction rate by 15% over a three-year period.

Head of Human Resources, Sweetguest S.P.A., Milan, Italy

MARCH 2015 – MARCH 2017

- Developed and implemented HR strategies in line with business goals.
- Enabled the promotion of 68 employees from executives to specialists through effective hiring and internal management.

Education

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

SEPTEMBER 2020 – MAY 2021

Details

Dubai

United Arab Emirates

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andrea1casole@gmail.com

NATIONALITY

Italian

DATE OF BIRTH

03/05/1994

Skills

Learning Needs Analysis

Team Training & Development

Talent Acquisition & Retention

Process & Quality Improvement

Curriculum Design & Development

Coaching Program Administration

Skills Assessment

Client Satisfaction

Business Growth

Languages

English

Italian

Spanish

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

SEPTEMBER 2013 – JUNE 2020

Taught in English

Technical Proficiencies

MS Office

Power Point, Excel, Word, Outlook

LMSs

CRM