

Contact

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Top Skills

Management
Business Strategy
Marketing

Languages

Spanish (Limited Working)
Portuguese (Native or Bilingual)
English (Native or Bilingual)
French (Limited Working)

Nuno Santos

Principal Trainer at Once Upon a Skill | Empowering Professionals through Innovative Soft Skills Training | Crafting Success with Creativity and Mastery
Paris, Île-de-France, France

Summary

Results-oriented business lecturer and corporate trainer with a passion for empowering individuals and organizations to achieve their full potential. Leveraging a strong academic background in business administration and a proven track record in training and education, I possess a unique blend of theoretical expertise and practical industry experience. Skilled in designing engaging curriculum, delivering dynamic lectures, and facilitating interactive workshops, I foster an environment of active learning and skill development. Committed to staying abreast of emerging trends and best practices, I adapt my teaching methodologies to meet the evolving needs of diverse learners. Through a collaborative and innovative approach, I strive to equip professionals with the knowledge, skills, and mindset required to excel in today's competitive business landscape.

Experience

Once Upon a skill
Principal Trainer
October 2024 - Present (6 months)
Paris, Île-de-France, France

As the Principal Trainer at Once Upon a Skill, I lead the design, development, and delivery of innovative soft skills training programs. My role involves creating tailored learning experiences that empower professionals to enhance their communication, leadership, and problem-solving abilities. I also oversee the facilitation of workshops, ensuring each session aligns with our core values of engagement, creativity, and mastery.

PSB Paris School of Business
7 years 9 months

Lecturer in Management and Hospitality
July 2017 - Present (7 years 9 months)

Paris Area, France

Courses taught:

- Digital Business - MSc, MBA, BBA, PGE
- Marketing in Hospitality Industry - MSc
- Strategy in Hospitality Industry - MSc
- Human Resource Management - BBA, MSc
- Finance for Startups - MSc
- Others in the field of Hospitality, Management and Marketing

Other Responsibilities and Projects:

- Innovation Challenge - We orchestrated an innovation challenge for over 250 students, providing them with a platform to collaborate on a day-long project aimed at offering a solution to a specific problem faced by a company. Our responsibilities encompassed coordinating communication channels among the companies, students, and jury members, ensuring a seamless process. Through this initiative, we fostered a creative environment where students could apply their skills and contribute innovative ideas to address real-world challenges, facilitating valuable connections between academia and industry.
- Online Startup Camp - We curated and executed an online entrepreneurship program for over 80 students, delivering three self-paced courses. Our role involved coordinating course content and facilitating asynchronous learning. The culmination of the program was a business plan project, requiring students to integrate the knowledge gained throughout the program. By providing a comprehensive entrepreneurial experience, we empowered students to apply their acquired skills and knowledge in crafting innovative and viable business plans, fostering their entrepreneurial mindset and readiness for real-world ventures.

Program Director MSc Hospitality and Tourism Management

July 2018 - February 2023 (4 years 8 months)

Paris Area, France

Mains Responsibilities:

- Curriculum Development
- Faculty Management
- Industry Engagement
- Student Guidance and Support
- Quality Assurance and Accreditation

The American Business School of Paris (page officielle)

Lecturer in Management and Strategy

January 2017 - Present (8 years 3 months)

Paris Area, France

Courses taught:

- Strategic Management - BBA 4th Year
- Project Management - BBA3rd year, MBA
- Merchandising Planning & Control - BLUX 3rd Year
- Bookkeeping and Intro to Accounting - BLUX 1st Year
- Calculus - BBA 1st Year

Other Responsibilities and Projects:

Company Case Tutor: As the project tutor for the student consultants working on a company case, my role is to provide guidance and support in the development of their solutions and project documents. I serve as a mentor, offering expertise and direction as they navigate through the project. I help them understand the project requirements, formulate a structured approach, and provide subject matter expertise. Additionally, I review and provide feedback on their project documents, ensuring clarity and effectiveness in conveying their ideas and recommendations. My role is crucial in ensuring the success of the student consultants by guiding them towards impactful and well-developed solutions for the company case. Partner companies: PSG Foundation, Groupe ACCOR, and others.

The American University of Paris

Lecturer in Management

September 2022 - April 2024 (1 year 8 months)

Paris, Île-de-France, France

Courses taught:

- Marketing in a Global Environment - BBA 2nd Year
- Management and Organizational Behavior - BBA 1st Year
- Strategic Management - BBA 4th Year

Self-Employed

Management and Marketing Consultant

June 2014 - January 2024 (9 years 8 months)

As a consultant specialized in the Hospitality and Restaurant Management industry, I offer expertise in strategy and project management to drive growth, operational efficiency, and performance. I develop tailored solutions, including strategic planning, market analysis, and operational improvements. With a focus on project management, I ensure successful execution and implementation of initiatives. Leveraging industry knowledge and emerging trends, I empower clients to gain a competitive edge and optimize resources.

Our client-centric approach, data-driven insights, and commitment to results enable businesses to navigate industry challenges and achieve sustainable growth.

MBA ESG

CO-Program Director Hospitality Program

September 2021 - October 2022 (1 year 2 months)

Paris, Île-de-France, France

Mains Responsibilities:

- Curriculum Development
- Faculty Management
- Industry Engagement
- Student Guidance and Support
- Quality Assurance and Accreditation

Coventry University

Lecturer In Management

January 2018 - July 2022 (4 years 7 months)

Paris Area, France

Courses Taught:

- Advanced Marketing Strategies - BBA 3rd Year
- Tourism and Hospitality Industry - BBA 3rd Year
- Marketing Communications - BBA 3rd Year
- Project Management - MBA

FERRIERES, Ecole de l'Excellence à la Française

Lecturer in Hospitality Management

May 2017 - November 2017 (7 months)

Paris Area, France

Courses taught:

- Human Resource Management - MBA
- Hospitality Marketing - BBA 2nd Year
- Hospitality Management - BBA 2nd Year

David Game Management School Thailand

Lecturer in Hospitality Management

July 2015 - July 2016 (1 year 1 month)

Bangkok Metropolitan Area, Thailand

Courses taught:

- Hospitality Operations Management - BBA 3rd Year
- Restaurant and Food Service Management - BBA 3rd Year

- Revenue Management in Hospitality - BBA 3rd Year
- Strategic Hospitality Management - BBA 3rd Year
- Other courses in the field of Marketing and Hospitality Management

Raffles International College

Lecturer in Management

April 2014 - July 2016 (2 years 4 months)

Bangkok

Courses taught:

- Project Management - BBA 3rd Year
- Principles of Management - BBA 1st Year
- Strategic Management - BBA 3rd Year
- Marketing Management - BBA 3rd Year
- other courses in the field of management and marketing

Other Responsibilities:

- BBA Thesis Supervisor - As a BBA thesis supervisor, my role is to provide guidance and support to students throughout their thesis writing process. To work closely with each student, helping them select a suitable research topic, refine their research objectives, and develop a comprehensive thesis proposal. To provide mentorship on research methodologies, literature review, data collection, analysis, and interpretation.
- Assistant Program Director BBA - As a BBA Assistant Program Director, my role was to support the Program Director in overseeing and managing the Bachelor of Business Administration (BBA) program. To assist in various administrative and academic tasks, such as curriculum development, scheduling, student management, and program assessment.

BAM-SMS

Customer Account Manager

October 2013 - February 2014 (5 months)

Bangkok

As a Customer Relationship Manager in a social media marketing consulting company, my role revolves around building and nurturing strong relationships with clients. The primary responsibility is to understand business objectives, develop tailored social media marketing strategies, and ensure the customer satisfaction, as a trusted advisor, providing strategic guidance and recommendations to optimize their social media presence and drive engagement. Additionally, I observed the implementation of campaigns, monitor performance metrics, and provide regular updates and reports to

clients. Through proactive communication and exceptional customer service, I fostered long-term partnerships, identified upselling opportunities, and contribute to the overall success and growth of the company.

St Joseph Convent School

Lecturer of Math Courses

June 2012 - October 2013 (1 year 5 months)

Bangkok

Courses taught:

- Calculus - G12
- Pre Calculus - G11
- Algebra - G10

Siam University

Lecturer in Hospitality Management

February 2011 - June 2012 (1 year 5 months)

Bangkok

Courses Taught:

- Accounting for Hospitality - BBA 3rd Year
- Principles of Accounting - BBA 1st Year
- Managerial Accounting - BBA 2nd Year
- Principles of Hospitality Management - BBA 2nd Year

Universidade Lusófona Porto

Lecturer

September 2010 - January 2011 (5 months)

Porto, Portugal

Courses taught

- Restaurant Management - BBA 3rd year

Isabel & Antonio Santos, Lda

Salesman

July 2004 - June 2009 (5 years)

As a versatile professional in a small retail home decoration company, I excelled in multiple roles with diverse responsibilities. As a Sales Executive, I consistently achieved sales targets, nurtured customer relationships, and provided exceptional service. Additionally, I successfully managed purchase orders, optimized inventory levels, and ensured efficient supply chain operations. Acting as an Accounting Assistant, I maintained accurate financial records, processed invoices, and reconciled accounts. My multifaceted

expertise in sales, purchase, inventory management, and accounting contributed to streamlined operations and overall business success.

Education

Franklin University

Doctor of Professional Studies - Instructional Design Leadership, Knowledge Management · (January 2022)

Glion Institute of Higher Education

MBA, Hospitality, Tourism and Services Industry with Marketing Specialization · (2009 - 2010)

Les Roches-Gruyere University of Applied Sciences

MAS, Hospitality Management · (2009 - 2010)

Universidade da Maia - UMAIA

BCs, Business Management · (2006 - 2009)