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# profile

An experienced event project manager with a proven ability to deliver complex projects and events. My background in managing multi-day, multi-vendor projects has equipped me with the skills to confidently handle tight deadlines, strict budgets, and high-stakes client expectations. I am a reliable professional who excels under pressure in collaborative, high-autonomy environments. I am passionate about doing a good job, with a love for detail, structure, and a polished final product. I lead with a collaborative mindset, knowing that aligning a team is the most effective way to deliver exceptional results.

# skills & expertise

**Event Project Management**: End-to-end Delivery, Operational Templates & SOPs, Process Refinement, Timelines & Budget Management, Supplier & Venue Sourcing, Negotiation & Contracting, On-site Management, Event Production, B2B Events.

**Client & Stakeholder Management**: Trusted Advisor & Go-to Person, Clear Communication, Transparency & Follow-through, Proposal & RFP Preparation, Pitching to Clients, Client Expectations Management, Conflict Resolution, Relationship Building.

**Leadership & Culture**: Team Collaboration, Mentoring & Development, Proactive Improvement, Small Team Dynamics, Autonomy & Accountability, Problem-Solving

**Operational & Technical**: Microsoft 365, Project Management Software (e.g., Jira, Trello), Sourcing & Documentation Tools, Remote Working, Quality Control, Financial Reporting & Budgeting

# Education

* Event Management Higher Certificate, CMIT
* Scrum Master Certified
* Lean Six Sigma Green Belt Practitioner
* PRINCE2 Practitioner
* Project Management Certified, PMI
* ILM Leadership & Management Diploma, CMIT
* HR Higher Certificate, CIT
* Digital Marketing Higher Certificate, CMIT

# Experience (Sorted by relevancy)

**Owner and CEO, Four Season Events 02/2019 - 04/2020**

*Led all aspects of an event management business, owning planning, production, promotion, and overall coordination and profitability of diverse events from conception to completion.*

* Managed a wide range of events, including private functions, corporate gatherings, and large-scale public events, consistently ensuring seamless delivery and high client satisfaction.
* Successfully drove SOW and event proposal ideation, production, and pitching to clients, winning new business and securing repeat work.
* Managed all pre-production and on-site needs, including sourcing venues and suppliers, negotiating contracts, and overseeing all logistics.
* Built and refined operational templates and processes to standardize project delivery, ensuring consistency and a high-quality final product.

**Key Achievement:** Ran a successful three-day event for a high-profile client. Leveraging this success, I secured four additional events from guests, driving a 20% increase in company revenue from the previous year. **Ops**

**Senior Project Manager, Strategy &, Dell Technologies** **02/2023 – 07/2024**

*Managed highly significant strategic initiatives and complex, large-scale projects across various business areas, impacting on our overall company direction.*

* Provided leadership and effective management of the function, directing global programs by effectively coordinating diverse teams and workstreams.
* Developed and executed detailed project plans, proactively identifying and managing risks, ensuring timely resolution and minimizing project impact.
* Developed and pitched creative concepts, working collaboratively with creative teams to develop and negotiate project scopes.
* Led stakeholder communications and expectations management, including pitching of creative concepts and campaigns.
* Monitored project progress, timelines, and deliverables, providing progress reports to all project stakeholders, ensuring project targets were met.

**Key Achievement:** Dramatically improved the speed of updating the Dell marketing website globally, substantially cutting the turnaround time (14 week to 4 weeks) by streamlining processes and adopting new methodologies, significantly impacting time to market.

**Co-Lead, True Ability ERG, Dell Technologies** **11/2023 - 07/2024**

*Led a dedicated team of 20+ people focused on coordinating significant community and corporate social responsibility events.*

* Managed the full lifecycle of multiple events, from ideation to implementation, including large-scale donation days for charity partners such as Guide Dogs Ireland, Down Syndrome Ireland, and The Crann Centre.
* Managed and approved budgets for the Cork site's ERG initiatives, ensuring financial transparency and adherence to guidelines.
* Collaborated with global teams to share knowledge and plan large-scale global events, contributing to broader inclusion strategies.
* Created clear and concise policies & procedures for effective event management and charitable fundraising, enhancing operational efficiency and promoting awareness of good practice.

**Key Achievement:** Developed methods to understand, enhance, and improve the user experience of programs by organizing feedback sessions, leading to higher engagement and creating new exciting events.

**Manager Program Management, UI/UX Design & Field Enablement, Dell 10/2021 - 02/2023**

*My role focused on leading global teams to improve user experience and support sales, shaping programs that directly impacted user engagement and business objectives.*

* Oversaw strategy and execution for Design, Marketing, and Enablement portfolios impacting 1 million users.
* Designed and implemented a marketing strategy to ensure feature release events were well scheduled and globally well-attended.
* Led the design and rollout of a new centralized management information system across 5 departments, significantly streamlining operational processes and reducing the average time to deploy new features.
* Led a team of UI/UX designers, driving user-centric design principles and practices. This included championing standards for user testing and feedback and implementing design improvements that enhanced user satisfaction and product usability.
* Directed a team of experts responsible for developing and implementing a comprehensive sales enablement program. This equipped sales teams with critical information and tools, directly leading to an increase in sales conversion rates

**Key Achievement:** Significantly improved operational capabilities by designing and implementing a new centralized management information system across five departments, reducing the average time to deploy new features.

## Project Manager / Coach & Trainer, NETGEAR 09/2015 – 06/2017

## *Led projects on staff development and improved operational processes through targeted training, managing project plans and ensuring successful delivery.*

* Developed and upskilled staff, by actively coaching and training support professionals in important customer service skills and efficient ways of working.

**Key Achievement:** Designed and implemented comprehensive customer service and soft skills training for all agents within the call center. Increased contact center average Customer Satisfaction rating from 69% to 74% in 2 quarters.

# additional EXPERIENCE

**Front of House | Facilities & Operations Manager, Crann Centre** **10/2024 – 05/2025**

*Led daily operations and facilities for a busy non-profit, ensuring a welcoming and functional environment that supported diverse stakeholders and community activities.*

**LEAD Program, Dell Technologies 01/2022 – 09/2022**

*Nominated by senior directors and VPs, I served as the primary Cork site representative for Dell's prestigious LEAD Academy leadership program, promoting leadership development and organizing relevant activities.*

**Technical & Planning Program Management, Dell Technologies**  **10/2019 – 10/2021**

*Managed complex technical and non-technical projects, drove stakeholder alignment, and enhanced predictability through effective communication, expert advice and project support, and process development in a corporate environment.*

# Consulting & leadership

**Chairperson, Parents Association (Bishopstown Boys School) 09/2024 – Present**

*Provided strategic leadership, planning, and coordination for diverse large-scale community events and fundraising initiatives. My responsibilities include leading a team of 20+ committee members, securing sponsorship from local institutions and overseeing the end-to-end execution of all events. Led a phenomenal year-over-year growth in fundraising results, successfully generating €10,000 in 2025, which represents a 53.8% increase from the previous year.*

**Consultant, Fundraising Committees (Pro Bono)** **01/2023 – Present**

*Provided expert advice and leadership in developing strategies for fundraising, leveraging relationships to create opportunities for collaboration for large-scale capital projects. My work in this role has given me a proven ability to develop and implement Standard Operating Procedures and best practices for effective fundraising, establishing robust operational structures.*

**Consultant, Project/Program Management (Pro Bono)** **05/2020 - Present**

*Provided expert advice and actively contributed to community projects, supporting strategic objectives and operational excellence through process development. My work in this role has given me a proven ability to analyze current processes, provide solutions to root cause issues, and implement a full suite of new processes to significantly enhance daily operations for various organizations.*

# references

References available on request. Please also see peer reviews on LinkedIn.

# ABOUT ME

I enjoy experiencing new places, trying new food, and spending time outdoors with the people I love most. My natural curiosity drives a passion for continuous learning and connecting with people, and a strong commitment to use my skills for positive change that benefits many.