

Personal details

Name Moro
First name Cristian
Address Dorfstrasse 60
CH – 8835 Feusisberg
DOB 17.02.1973
Place of birth 6850 Mendrisio



Education / training

2013 MAS in Educational Management and Adult Education at the University for Applied Sciences and Arts Northwestern Switzerland, Olten
2013 'Qualified professional trainer for vocational courses and training centres' in accordance with SERI, Art. 45 BBV
2013 Diploma as Adult Educator FH, SELF Bern
2011 CAS Strategic Educational Management, FH Nordwestschweiz Olten
2009 – 2010 DAS Educational Management, FH Nordwestschweiz Olten
2004 – 2005 Studied for Swiss Vocational Trainer Diploma at LWO Olten
2003 Trained as 'FUM module trainer' in the Swiss Army
1993 – 2002 SHL/HF, Swiss Hotel Management School, Lucerne
1988 – 1991 Scuola Professionale Commerciale, Lugano

Languages

Italian Mother tongue
German Level C 1 – Highly proficient (Goethe Institute, intermediate level)
Swiss German Highly proficient
English Level C 1 – Highly proficient (CAE)
French Level DELF B 2 – Highly proficient
Spanish Level BELE B 2

Professional experience

- Since February 2011 Senior consultant at Consilex AG in Berne, Switzerland. Responsible for the department "communication and behavioural trainings". Member of the board.
- Since February 2011 Social etiquette, behaviour and communication trainer
- Planning and leading seminars on 'etiquette, social interaction and communication' as well as leadership development in German/French/Italian and English. Moderating workshops and coaching/mentoring. www.cristianmoro.ch
- August 2007 – January 2011 AMAG, Automobil- und Motoren AG, Schinznach Bad – Trainer
- Project manager developing 'non-technical' training programmes and behavioural trainers for personnel with customer contact; from the needs analysis phase, through concept, implementation and evaluation.
- Carrying out training in all 3 national languages in the areas of communication and behaviour.
- Developing and designing training packages and brochures and actively selling seminars.
- May 2003 – July 2007 Regular officer (instructor) in the Federal Department of Defence, Civil Protection and Sport (VBS)
- Responsible for planning, carrying out training sessions, assessing lessons and qualifications given by quartermasters and those applying to be quartermaster sergeants.
- Involved in various projects on training and further education in the Swiss Army (strategy implementation). Involved in civilian events and PR work aiming to present a career in the military as offering real added value.
- Instructor of the FUM module (leadership training for lower ranks) using SVF guidelines (Swiss Association for Leadership Training).

Etiquette and behavioural training for officers in the Swiss Army

May 2002 – April 2003

VBS (Defence, Civil Protection and Sport) specialist teacher in the TTZ (Tactical Training Centre)

2001

NNSC, Neutral Nations Supervisory Commission

Financial Officer for the Swiss Delegation in Pan Mun Jom. Working for the General Staff in Korea

Training Korean personnel in social etiquette and communication

Developing a training programme for civilian personnel in an intercultural context (US, Korea and Switzerland).

1999 – 2000

Hotel Hilton Zürich Airport, Zürich

Front Desk Manager, more than 40 direct reports

Involvement in marketing campaigns and working on marketing strategies to sell hotel services

Carrying out training on communication, behaviour and managing complaints for reception staff and for VIP contacts

1997 – 1999

Hotel Hilton Zürich Airport, Zürich

Reception internship

Involvement in marketing campaigns and working on marketing strategies to sell hotel services

Part-time translation work

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| Compass Group AG – Kloten | Translation of employee magazine (German>Italian) |
| Furka Bergstrecke – Realp | Translation of brochures and reports (German>Italian) |

Military

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| Rank | Colonel |
| Function | Financial Officer, Reg Ter 3 |

Hobbies

Sport, languages, reading.