

Elena Madella

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Nationality: Italian
Milan, Italy | Open to relocation



Work Experience

Nov. 2023 – Aug. 2025

Executive Assistant | Office Manager |Operations Coordinator

Forvis Mazars Luxembourg

Acted as the central point of reference for the entire office, ensuring seamless day-to-day operations and high-level support to the Managing Director and Partners.
Managed complex agendas, priorities, and correspondence for the Managing Director and senior partners, anticipating needs and ensuring effective decision-making support.
Served as a trusted business partner for clients, maintaining ongoing relationships and organizing periodic client-facing and networking events to strengthen engagement and loyalty.
Planned and delivered internal office events and team initiatives (approximately 40 participants), fostering collaboration, alignment, and a strong corporate culture.
Organized client events, internal meetings, and corporate conferences, managing logistics, agendas, venues, suppliers, and budgets end-to-end.
Coordinated high-level meetings, international business travel, and executive off-site events with attention to detail and discretion.
Acted as the operational interface between local leadership and European stakeholders, ensuring clear communication, alignment, and follow-up across regions. selection, contract negotiation, and facilities services.
Oversaw full office management activities, including procurement, sourcing of materials, vendor Managed supplier relationships and service providers, ensuring quality standards, cost control, and continuity of service.
.Produced executive-level reports, presentations, and internal communication materials in line with corporate brand standards.
Ensured compliance with audit requirements, internal controls, and documentation procedures.

June 2021 – Oct. 2023

Executive Assistant /Senior Leadership Support

Manpowergroup, Milano

Provided high-level executive support to four Directors simultaneously, ensuring seamless coordination of priorities, calendars, and deliverables across multiple functions.
Acted as a central point of coordination with the wider Executive Assistant team, aligning workflows, sharing best practices, and ensuring consistent executive support standards.
Supported complex, multi-departmental projects across HR, Marketing, and Sales, liaising with senior stakeholders and cross-functional teams.
Planned and executed large-scale corporate events, leadership meetings, training initiatives, and internal engagement programs, managing logistics end-to-end.
Managed extensive travel planning, expense reporting, timesheets, and administrative workflows with a high level of accuracy and confidentiality.
Streamlined operational and administrative processes to enhance service delivery, efficiency, and team productivity.
Prepared strategic presentations, executive-level documentation, and briefing materials for senior leadership and the executive board.
Anticipated executive needs, proactively managing deadlines, follow-ups, and internal communications on behalf of senior management.

Nov. 2018 - June 2021

Executive Assistant/ Office Manager/HR Assistant

Fenice Generale Immobiliare, Milano

Oversaw day-to-day office operations and executive coordination within an international, client-facing environment, ensuring efficiency, discretion, and premium service standards.Acted as first point of contact for international clients and business partners, delivering a refined and professional welcome experience aligned with luxury brand positioning.
Coordinated office logistics, facilities, and vendor relationships, ensuring high-quality standards across workplace environment and services.
Planned and organized corporate and client events aimed at strengthening brand image, fostering connections, and supporting business development initiatives.
Served as a trusted business partner for existing clients, supporting relationship management, follow-ups, and ongoing communication.
Supported digital brand visibility and corporate messaging through the management of the company LinkedIn page, enhancing online presence and brand consistency.
Prepared high-quality commercial documentation, executive presentations, and client-facing materials with strong attention to detail and visual standards.
Managed the full recruitment cycle, including role definition, job postings on LinkedIn, CV screening, shortlisting, initial phone and video interviews, and coordination of interviews with internal teams.
Supported the final selection process and onboarding in collaboration with management.
Improved workflow management, internal alignment, and cross-team communication to support operational excellence.

Sept. 2015 – Nov. 2018

Client Operations/Executive Support Assistant/ Personal Coach Assistant

David Lloyd Milano

Coordinated exclusive fitness groups and curated high-end training experiences within a premium health and wellness environment.

Contributed to club innovation projects, supporting the renewal of fitness areas, space optimization, and the enhancement of ambience in line with luxury brand standards.

Managed client and stakeholder communication with a strong focus on discretion, personalization, and excellence in service delivery.

Organized bespoke events for both clients and internal teams, strengthening community engagement and reinforcing the club's premium positioning.

Supported VIP and high-demand clients through the design of tailored training programs aimed at achieving peak physical performance and long-term wellbeing.

Monitored client progress closely, adapting training plans and providing continuous motivation aligned with individual lifestyle and performance goals.

Acted as Personal Assistant to the General Manager, managing agendas, internal communication, and operational coordination within a high-end club setting.

Supported client management, CRM data accuracy, and sales processes, ensuring a seamless and refined customer journey.

Education

High School Diploma

Liceo Classico A. Racchetti Crema

Grade: 97/100

BSc in Economics and Business Management

Università Cattolica del Sacro Cuore Milano

Grade: 110 cum laude

MSc in Economics and Corporate Law

Università Cattolica del Sacro Cuore Milano

Grade: 95/110

Master's degree in marketing and digital communication

4Ore Business School Milano

Language Skills

English

Advanced C1

Italian

Native Language

Key Skills

Core Competencies

Executive Agenda & Meeting Management
Senior Stakeholder & Board-Level Support
Managerial Coordination & Cross-Functional Collaboration
Team Coordination & Executive Support Alignment
Corporate Event Planning & Management
Client Communication, Business Partnering & Public Relations
HR Operations & Talent Support (recruitment coordination, onboarding, HR processes)
Visual & Video Content Creation for Social Media & Corporate Branding
High-Level Presentation Design & Executive Communication
Relationship Management with Clients & Key Stakeholders
Operational Excellence & Workflow Optimization
Discretion, Confidentiality & Executive Judgment

Tools & Technology

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
Workday (HR & recruitment management)
Notion (project tracking, documentation, knowledge management) Egencia & Expedia (corporate travel management)
Google Calendar (executive scheduling & calendar management)
Microsoft Teams & Zoom (virtual meetings & executive communication)
Canva (presentations, corporate visuals, and branded materials)
ChatGPT (executive content drafting, communication support, workflow optimization)