



Carlo Niccolai

📍 Barcelona, Spain

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🌐 <https://carloniccolai.com>

Languages

English

Fluent



Italian

Native



Spanish

Native



French

Intermediate



Skills

Data-Driven Decision Making

Critical Thinking

Business Analysis & Reporting

International Operations

Stakeholder Management

Teamwork

Community Building

Public Speaking

Market Research

Prospecting

Multicultural Thinking

Microsoft Office Suite

CRM Systems

Introspection

Positivity

Professional Cookies Baker

GenAI Tools

Claude, GPT, IDEs, Runaway, Recraft, ElevenLabs

Results-driven and multilingual (Italian, Spanish, English) Bachelor of Global Studies (International Relations & Business) graduate with experience in guest services management, B2B sales operations, and data analysis across four companies. Proven ability to manage full operational lifecycles, from client acquisition and relationship management to financial reporting and process optimization. Expertise in leveraging data-driven insights to inform strategic decision-making and enhance business performance. Curious about everything and ready to take on new professional adventures.

Profiles

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Experience

Dismay Hair & Beauty SL

April 2022 – December 2022

B2B International Sales & Operations Team

Badalona, Spain

🌐 <https://dismay.es/>

- **Managed the import/export operations** and sales of an extensive international portfolio of clients (±15) and professional hair care, beauty, and cosmetic product lines (±100) across Europe, North Africa, and Asia.
- **Developed new business opportunities** through targeted prospecting and networking, conducting product presentations for potential new partners and products, and strategic partnerships.
- **Oversaw end-to-end supply chain operations** for the company's professional product line, organizing international shipments (containers) transport while ensuring compliance with international ISO standards and beauty industry regulations.
- **Analysis and reporting on key metrics** including sales performance, inventory levels, market trends; collaborated closely with suppliers to optimize stock levels and ensure consistent and priority availability of high quality and high demand products.
- **Worked in a dynamic two-person team** managing shared responsibilities, while coordinating effectively across multiple departments. Regular communication with the CEO, providing strategic insights on performance, market trends, and growth opportunities.

Mercedes Heritage Apartments

June 2022 - March 2023

Guest Services & Operations Management Assistant

Barcelona, Spain

🌐 <https://mercedesheritageapartments.com>

- **Managed the full guest lifecycle**, from pre-arrival communication and reservation management (Booking.com, *Airbnb*) to personalized check-in/check-out. Proactively addressed guest inquiries, ensuring a consistently high guest satisfaction rating (average 9.4)
- **Utilized *ClouDBeds* hotel management software** to manage both regular hotel rooms and touristic apartments (20 rooms, 3 apartments) ensuring data security and compliance with GDPR, Spanish, and Catalan regulations.
- **Reporting on key metrics**, including analyzing occupancy rates, adjusting pricing strategies. Focus on financial performance and areas for improvement across various aspects of the business (mainly client intake and supply management)
- **Contributed to the development of new marketing campaigns:** by providing data-driven insights based on operational data and trends.

Volunteering

Comune di Greve in Chianti

Volunteer

March 2019 - June 2019

Greve in Chianti, Firenze

Contributed in the creation of a pandemic response initiative coordinating local volunteer networks to provide a delivery system for groceries to remote areas and homebound elderly residents.

Publications

Beginner Guide to LLMs

29 November 2024

<https://rb.gy/a6l6ee>

A blog post reflecting on my experience using GenA, Chatbots and AI IDEs.

AI Governance & Ethics

June 2024

<https://tinyurl.com/375atxrh>

An analysis of AI governance at multiple national (Sweden), regional (EU), and global levels.

Interests

Open Source Community

Strategy Video Games

Group Psychology

Chess

Nature Documentaries

Cinema

Cassette Music

Education

Universidad Pompeu Fabra

Global Studies

<https://www.upf.edu/en/web/graus/graus-grau-en-estudis-globals>

Sept 2021 - July 2024

Bachelor Degree

Key courses: *International relations* (how to deal with people/power dynamics); *Data analysis* (quantitative analysis; data driven decision-making); *International business*; *Contemporary emerging technologies* (AI and GenAI; Internet governance; DNS; SaaS; Digital & Privacy Rights)

University of Gothenburg

Erasmus ` +

<https://www.gu.se/en/globalstudies>

January 2024 - June 2024

Interdisciplinary

Key courses: *Technology, politics and society* (multidisciplinary approach; philosophy of technology; data rights); *Group psychology, innovation, and intercultural perspectives* (group and team dynamics; community building; leadership theory; innovation enablers)

Projects

CVZEN: Find your career balance!

<https://cvzen.app>

Aug 2024 - Ongoing

An open source website to help people navigate and better manage their job search, applications, and CVs.

Tentifty AB: Analyze and Predict Anything

Case Study

https://carloniccolai.com/TENFIFTY_AB_Case_Study_Carlo_Niccolai.pdf

May 2024 - June 2024

Analysis of *Tenfifty AB*, a Swedish data analytics firm specializing in AI, predictive analytics and data-driven decision making. A detailed case study featuring exclusive interview with co-founder Johannes Öhlin, examining the company's vision, innovative methodologies and market positioning.

Travel of Memory

September 2018 - May 2019

Educational initiative focused on Holocaust and WWII remembrance. Visited multiple concentration camps and engaged with survivors, creating impactful writing, speeches, and organizing awareness events. Led discussions in schools to promote the importance of historical memory.

Internships

Bank of Italy

Research Intern

<https://www.bancaditalia.it>

January 2019 - Apr 2019

Florence Italy

Conducted quantitative research analyzing *Brexit's* economic impact on *Tuscany's* manufacturing sector. Utilized advanced Excel functions for statistical analysis on official *ISTAT* datasets, creating comprehensive reports and data visualizations to support economic policy recommendations.

Menarini Pharmaceuticals

Business Operations Intern

<https://www.menarini.com>

June 2018 - August 2018

Florence, Italy

Studied operations across all sections of the company, delivering comprehensive analyses, reporting, and executive presentations. Led a CSR multi-stakeholder project to connect the company's with the local community through educational events and public speeches.