

Nicola Coco

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Milan, Italy

PROFESSIONAL PROFILE

Product & Service Designer turned Project Manager with hands-on experience delivering complex, international projects for luxury and consumer-facing brands. Proven ability to bridge design, operations, and business driving projects from concept to delivery with strong financial outcomes. Known for structured execution, stakeholder alignment, and a lean, data-informed approach to creative production.

CORE SKILLS & KEYWORDS

Project & Program Management: End-to-End Delivery, Agile & Lean Methods, Timeline & Resource Planning, Risk Management

Product & Service Design: Product-Service Systems (PSS), User Experience, Visual Merchandising, Brand Activations

Business & Operations: Budgeting & Cost Control, Supplier Sourcing, Vendor Negotiation, SAP P2P, Quality Control

Collaboration & Leadership: Cross-Functional Teams, Client & Stakeholder Management, External Partners

Tools: Adobe Creative Suite, AutoCAD, Rhinoceros, Keyshot, Microsoft Excel & PowerPoint

PROFESSIONAL EXPERIENCES

Project Manager

Neon Style Srl | Opera, Italy
February 2026 – present

Project Manager

Oltrefrontieraprogetti Srl | Milan, Italy
May 2022 – April 2024

Managed end-to-end production and global delivery of custom windows, showrooms, and pop-up installations for luxury fashion brands, coordinating internal teams and international suppliers.

Key Achievements:

- Delivered **large-scale international projects** achieving **positive financial results**.
- Sourced and onboarded **200+ new materials and suppliers** to expand design and production capabilities.

Customer Experience Analyst Intern

Sorgenia | Milan, Italy
January 2020 – March 2020

Supported the launch and optimization of a new mobile app for residential and business energy customers.

Key Contributions:

- Collaborated with **EY and Accenture** on interface and service implementation.
- Conducted **customer care analysis and social listening** to identify UX and service improvement opportunities.
- Updated and restructured **FAQs for web and app**, improving clarity and reducing customer support requests.

Product Designer Intern

Lenci Models Srl | Italy
March 2017 – July 2017

Developed a hybrid furniture concept a **swimming pool convertible into a sofa for luxury apartments** as part of Bachelor's thesis work.

Key Contributions:

- Designed and prototyped a high-end, space-optimizing product concept.
- Final project selected as **Bachelor's final thesis**, integrating design, engineering, and user experience considerations.

Communication Designer (Freelance)

University of Catania | Taormina, Italy
July 2015

Designed visual communication assets for the **24th International Conference on Transport Theory**.

Key Contributions:

- Created poster, logo, and merchandising (T-shirts, postcards) to support event promotion.
- Contributed to increased visibility and professional branding of the scientific conference.

EDUCATION

MSc, Management Engineering

Politecnico di Milano

MSc, Product Service System Design

Politecnico di Milano

Bachelor's Degree, Industrial Design

University of Rome – La Sapienza

Languages

Italian: Native

English: Fluent (TOEIC
955/990)

French: Basic (A1)

CREATIVE & PROFESSIONAL STRENGTHS

- Strategic mindset with strong execution focus
- Visual thinking combined with operational rigor
- Hands-on production and supplier management experience
- High adaptability across creative, industrial, and service-driven environments
- Strong curiosity for design, culture, and innovation