

GILLES VARETTE, MBS (Hons), EMCC EIA

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EXECUTIVE COACH & CAREER STRATEGIST | GLOBAL LEADERSHIP & BUSINESS GROWTH | INCLUSIVE TRANSFORMATION

Accredited Executive & Team Coach (EMCC EIA) with 20+ years' experience helping professionals and organisations grow, adapt, and thrive. I work with startups and SMEs on their scaling journey, supporting founders and leaders to build resilient teams, strengthen leadership capability, and navigate the challenges of growth. Skilled in personalised coaching, leadership development, and strategic guidance, with a passion for empowering clients from diverse cultural and professional backgrounds. Experienced in delivering engaging workshops and webinars on scaling, resilience, and inclusive leadership across EMEA, APAC, and North America. Led strategic support transformations centred on connection, inclusion, and well-being, driving stronger engagement and sustainable performance.

- Designed and delivered **leadership development, DEI, and resilience programs** for international audiences, including executive leaders.
- Active contributor on global councils championing **psychological safety, belonging, and inclusive leadership** in daily operations.
- Passionate about guiding people and organizations through intentional evolution, anchored in listening, trust-building, and **human-centred change**.

SKILLS & CONTRIBUTIONS

Coaching & Leadership Development:

- I mentored emerging leaders and coached cross-functional teams to align personal growth with organizational performance goals.
- Advocated for well-being and psychological safety through DEI council participation and mental health leadership initiatives.
- Designed and facilitated leadership development workshops across EMEA, North America, and APAC.
- Mentored professionals across industries, supporting their career transitions, leadership development, and skill-building. Focused on helping individuals refine their career paths, optimize their CVs, and prepare for interviews, resulting in measurable progress toward their professional aspirations.

Coaching Frameworks & Methodologies

- **Leadership Within:** Proprietary framework to align personal values, strengths, and purpose with leadership and career growth. Used in 1:1 coaching and workshops.
- **5P for Personal Development:** Actionable model (Projection, Perspective, Plan, Practice, Performance) to guide career transitions and skill development. Applied in coaching and mentorship programs.

Publications & Thought Leadership

- [Senior Executive Contributor](#), **Brainz Magazine**. Authored articles on leadership development, career growth, and personal well-being, reaching a global audience of professionals and entrepreneurs.
- Featured Contributor, **Silicon Republic**. Published an article on [overcoming ageism and fostering innovation among professionals over 60](#), addressing bias, skills development, and leadership in the modern workplace.

Leadership and Service Delivery:

- Built and led global product support teams across EMEA, North America, and APAC, establishing scalable processes that consistently ensured operational efficiency and customer satisfaction.
- Maintained 95%+ SLA adherence while managing complex, multi-regional operations in dynamic environments.
- Restructured global Environment Support teams across Galway, Cape Town, and Bangalore, enhancing service delivery and cohesion.
- Contributed to a multi-million-dollar professional services project across multiple countries; led a phase recognized for top-tier quality delivery.

- Provided expertise in billing, event processing, and product lifecycle management, including training to support knowledge transfer.

Stakeholders Relationships & Engagement:

- Led cross-functional teams across EMEA, North America, and APAC, embedding inclusive leadership and psychological safety principles drawn from both corporate and nonprofit governance experience.
- Applied governance insights from **seven years of charity board leadership** to enhance organisational cohesion and responsiveness.
- Guided leaders through complex transitions, balancing digital transformation with staff well-being and capacity building.

Strategic Transformation & Governance:

- Cultivated trusted relationships with global stakeholders, including C-level clients, through proactive engagement and strategic alignment.
- Facilitated cross-functional collaboration to streamline objectives, resolve service challenges, and ensure support met client expectations.
- Delivered high-quality service to executive-level clients, building support models aligned with organizational values and regional needs

Process Optimisation & Operational Excellence:

- Defined and implemented support processes aligned with SLAs and KPIs, significantly improving service responsiveness and clarity.
- Streamlined billing operations and led ITIL-based initiatives to reduce friction and enhance process efficiency.
- Consistently met or exceeded SLAs in 11 out of 12 months, demonstrating strong execution and service discipline.

CAREER SUMMARY

Speex – Freelance Coach	2023
GetUnstuck – Transformational Leadership Coach & Growth Partner	2020
CSG – Head of Product Support EMEA, NA, CALA	2003 - 2025
Intec, ADC, Saville Systems – Team Leader	1997 - 2003
Orange France – Billing & Operations Manager	1994 - 1996

EDUCATION & CERTIFICATIONS

Professional Diploma in Team Coaching (ongoing), Kingstown College	2025
Professional Diploma in Mental Health & Wellbeing Coaching , Kingstown College	2020
Professional Diploma in Personal Development & Executive Coaching , Kingstown College	2019
MBS in Business Practice (1:1) , Irish Management Institute - UCC	2013-2016
Diploma in Leadership (2:1) , Irish Management Institute	2015
Diploma in Strategy & Innovation (1:1) , Irish Management Institute - UCC	2014
Diploma in Management (1:1) , Irish Management Institute	2013
Project Management Associate – IPMA , EMCC Accredited Coach – Practitioner Level , Neuro-Linguistic Programming (NLP) Master Practitioner , Cognitive Behavioural Therapy (CBT) Practitioner , Mental Health First Aid, MHFAI .	

VOLUNTARY EXPERIENCE

ITAG (Innovation Technology Atlantec Gateway) – Mentor & Coach	2023 - Present
Carmichael Ireland – Mentor & Coach	2020 - Present
Helplink Mental Health – Chairperson / Finance and Governance Sub-committees	2017 - 2023
Brigit's Garden – Board Member / Governance Sub-committee	2018 - 2021

INTERESTS

Public speaking on wellbeing and personal growth. outdoors activities, Paddleboarding, badminton, yoga, reading, writing.