



Luxembourg: Stéphane Otzenberger

Location: Bridel
Nationality: Luxembourgger
Languages: Luxembourgish / English / French / German



Stéphane is a highly motivated and dynamic professional with more than 15 years' client services and operations experience in the financial / insurance industry. He also has experience in the luxury sector.

He is a firm believer in Richard Branson's advice: 'Train people well enough so they can leave. Treat them well enough so they don't want to.'

After more than 25 years of experience in managing, coaching, motivating and developing individuals, he became an ICF Accredited Transformational and Career Coach to assist clients as a career and personal development mentor.

After an early career in retail (Laura Ashley, LVMH) culminating in the position of European Training Director, Stéphane made the transition to financial services. He joined Lombard International Insurance as an Account Executive initially, progressing to more senior roles culminating in four years as Director of Partner and Client Services. In this role he was:

- Permanent Member of the Risk and Finance committee
- Permanent Member of the Serious Complaints committee
- Responsible for establishing the overall objectives and strategy and initiatives of the department
- A leader of around 100 people
- Reporting direct to the COO

Sectors / clients include:

- Professional and financial services
- Retail and consumer

Specialisms include:

- Communication skills
- Job/career change
- People management
- Presentation skills and public speaking

Qualifications include:

- Certified NLP Practitioner
- ICF Accredited Coach