

THÉO GANDOLPHE

AI Implementation & Governance Specialist | Digital Transformation



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PROFESSIONAL SUMMARY

Operations and strategy professional with 5+ years in Swiss tech environments, specialising in AI implementation, AI governance, and digital transformation. At Swiss Aware, designed and deployed a full AI automation stack and trained non-technical staff to operate it independently, achieving 60%+ reduction in manual task time. Behavioral Science degree from IE University provides structured grounding in change theory, technology adoption, and organizational behavior: the frameworks that determine whether AI rollouts succeed or fail with the people using them. Swiss C permit holder, available May 2026.

CORE COMPETENCIES

- AI Solution Design & Deployment
- Responsible AI & Governance
- Enterprise AI Adoption & Training
- Operational Transformation & Process Redesign
- AI Stack Governance & Data Privacy
- Conversational Agent Development
- Stakeholder Engagement & Change Management
- Low-Code / No-Code Automation
- Market Intelligence & Go-to-Market Strategy

PROFESSIONAL EXPERIENCE

Swiss Aware · NGO · Cybercrime Prevention · Geneva

March 2026 – Present

Project Manager: AI Automation & Operations

- Built the organisation's AI automation stack from scratch: designed and deployed conversational agents, automated email triage, document generation, and task management workflows using Gemini Enterprise, Microsoft 365, n8n, Zapier, and Notion AI
- Reduced manual processing time for recurring tasks by 60%+; staff reclaimed hours each week for substantive, judgment-dependent work
- Trained non-technical staff to operate and extend the full stack independently; adoption documentation reduced post-handover support requests to zero
- Scoped all workflows against Swiss FADP requirements, ensuring personal data remained within compliant infrastructure across every automated process

WattAnywhere · CleanTech · Scale-up · Sion

Feb 2025 – Feb 2026

Business Analyst: Strategy & Market Intelligence

- Built TAM/SAM/SOM analysis for 10+ worldwide markets using AI research agents to aggregate public data sources; identified a €150B opportunity across EV, logistics, and data centre segments, presented to the board and used in investor conversations
- Designed an interactive ROI calculator embedded in HubSpot CRM, enabling the BD team to generate personalised client savings projections in real time during discovery calls
- Rebuilt the HubSpot sales pipeline and implemented a lead scoring model using behavioral and demographic signals, replacing informal qualification judgment with a reproducible MQL-to-SQL system
- Authored the market and economic evidence base for four EU grant applications (EIC, SIP, Horizon Europe, Interreg)
- Reported directly to CEO; translated strategic questions into structured frameworks for board-level decision-making

Sonect · FinTech · Zurich

Oct 2022 – Apr 2024

Business Development & Innovation Manager

- Built the company's first internal AI governance framework structured around NIST AI RMF GOVERN and MAP principles: data privacy guidelines, data security rules, responsible usage policies, and an AI tool approval process, deployed before AI regulation became a compliance requirement in Switzerland
- Led Mexico market entry strategy: TAM sizing, regulatory roadmap, and GTM plan for a complex IFPE-regulated environment
- Built and managed 100+ B2B relationships in banking and retail across LATAM and Europe, converting key contacts into strategic partnerships accelerating market adoption
- Rebuilt HubSpot CRM from scratch with clean data, correct pipeline structure, and active adoption across the commercial team
- Coordinated AML, KYC/KYB compliance alignment across legal, ops, and product teams; cross-functional work directly enabled successful IFPE audit approval and Mexico market entry

Digital Coordinator

- Executed data-driven acquisition strategies (SEO/SEA, paid social), achieving 4.5x traffic growth and 2x revenue increase for key clients
- Automated lead-gen workflows and managed cross-market stakeholder reporting across CH, FR, and USA markets

EDUCATION

IE University

Graduated July 2022 · Madrid, Spain

Bachelor in Behavioral and Social Sciences

Behavioral economics, cognitive psychology and decision-making, organizational behavior and change theory, technology adoption and diffusion, ethics and social influence, experimental design and research methodology, design thinking · GPA 8.0/10.0

CERTIFICATIONS

IAPP AIGP Certification (In Progress) · Google AI Essentials (2026) · SCRUM Master Certification, Lab4tech (2024)

ADDITIONAL INFORMATION

Governance Frameworks: NIST AI RMF · EU AI Act risk classification

Languages: French (Native) · English (Fluent) · Spanish (Fluent) · Portuguese (B1) · German (A2)

Platforms & Tools: Gemini Enterprise, Claude API, OpenAI / GPT-4o, Copilot Studio, n8n, Zapier, HubSpot CRM, ClickUp, Notion AI, Microsoft 365, Power Platform, Power BI, Vertex AI, Google Workspace, Pinecone, Mistral, GitHub Copilot, Vercel, Cursor, SQL

Visa Status: Swiss C Permit (Permanent Residency), no sponsorship required

Interests: Kitesurf instructor (1,000+ students, 4 countries, 3 languages, 2017–2023) · Co-founded Ignite Prod, a video production company in Switzerland (2023–2024)

References: Available upon request