

Alexander Graf, MSc

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Interactive Resume:

About

MSc Management graduate and Business Intelligence Specialist at UBS in Zürich, operating at the intersection of banking operations, compliance, and data analytics. Led the resolution of 2,000+ complex exception cases during the UBS-CS integration. Builds executive-level Power BI dashboards tracking KPIs and performs data validation across business lines for senior management. Recognized for ownership in high-pressure environments, cross-functional coordination, and scalable delivery. Fluent in German and English (C1).

Education

Kozminski University 2025

Master of Science | Management|

University of Wroclaw 2023

Bachelor of Arts | German Studies

Further Education

Yale University - Financial Markets	2024
University of Geneva - Portfolio & Risk Management	2024
ISTQB Certified Tester Foundation Level Course	2023
JavaScript Programming Developer	2023
Cambridge Certificate	2019

Work Experience

UBS Business Solutions AG Zürich

Business Intelligence Specialist Feb 2026– Present

BI and Data: Power BI, dashboard creation, KPI tracking, performance reporting, data visualization, trend analysis, data quality & validation

Business Skills: business analysis, process improvement, stakeholder management, cross-functional collaboration, requirements understanding, decision support, workflow optimization, business process coordination advanced Excel, SQL basic queries, SAP, SharePoint, Access, CRM systems, ERP data maintenance, Generative AI: ChatGPT, Copilot, Claude

UBS Business Solutions AG Zürich

Credit Specialist / Client Service Specialist Feb 2025 – Jan 2026

Migration Case Management: Non-Consent workstream execution, 2,000+ exception cases, root cause analysis, blocked account resolution, regulatory timeline compliance, UBS–Credit Suisse integration (~350,000 clients)

Banking Operations: end-to-end client offboarding (accounts, custody, funds), Credit Services, mortgage servicing (SARON, fixed-rate), credit documentation validation, Powers of Attorney (PoA) review

Reporting & Data Quality: KPI tracking, team performance reporting, SAP, Excel data quality checks, case audits, audit compliance

Training & Knowledge Management: onboarding coordination (50+ colleagues), SOP creation and maintenance, SharePoint

Allnet Switzerland AG Opfikon

Product Manager Jul 2023 - Dec 2024

Product Strategy & Go-to-Market: Cross-functional launch coordination (IT · Marketing · Sales) · Pricing and discount strategy

Market/competitor benchmarking · Vendor/manufacturer coordination · Product integration support · Campaign coordination

Sales Operations & Commercial Execution: Customer/partner presentations· B2B sales support (offers · negotiation · customer acquisition) · Key account support (Switzerland) · Monthly sales/inventory reporting · ERP master data maintenance

Further Work Experience

Trina Bioreactives AG — Nänikon
Sales Administration Assistant — Oct 2021- Jul 2023
Sales Support : Documents, shipments, invoicing, client communication

UBS Business Solutions AG — Zürich
Securities Specialist — Jul 2021 - Sep 2021
Investment operations support: transfers, reconciliations, process checks, stakeholder contact

UPS — Poland
Data Administrator — Oct 2020 - Jun 2021
Operations support: invoicing, data handling in IBM systems, systems

Accor — Poland
Front Office Agent – Sofitel Victoria (5star hotel) — Jun 2019 - Feb 2020
Guest relations: reception, reservations, service, premium hospitality

Interreg Europe — Germany
Intern — Sept 2016 - Jun 2019
Cross-border project support: coordination, IT, design, admin tasks

Skills

Data & BI: Power BI · SQL · Data extraction · Data validation · Data visualization · Trend analysis · Excel · SAP · Data quality · Audit trail documentation · Anomaly detection · KPI reporting · Database management

Banking & Compliance: KYC/AML · Compliance · Credit documentation · Mortgage servicing (SARON, fixed-rate) · Client offboarding Custody operations · Fund transfers · Banking operations · Credit Services · Transfers · Reconciliation · Settlement exceptions

Front Office & Client: Front office support · Stakeholder management · Cross-functional collaboration · Business analysis

Project & Change Management: Project management · Change management · Agile · Process improvement · Requirements understanding · Workflow optimization · Team leadership · Training & development · Knowledge management · SOP generation · SharePoint

Commercial & Strategy: Strategic framework design · Competitive analysis · Market positioning · B2B pricing analysis · Go-to-market coordination · Product management · Vendor coordination · Key account management · Sales reporting · Portfolio management · Risk

Tools & Platforms: Microsoft Office Suite · SharePoint · CRM management · ERP systems · MS Access · ChatGPT · Copilot · Claude · Prompt engineering · LLM-assisted documentation · Automated reporting · JavaScript · ISTQB · Automation

Soft Skills: Analytical thinking · Stakeholder communication · Attention to detail · Adaptability · Leadership · Organisational skills

Languages: German Fluent (C1) · **English:** Fluent (C1)

Projects

Market Expansion Strategy – Visa | Strategic Consultant / Project Lead | Feb 2025 Designed a strategic engagement framework for the "Young Premium Adults" segment, focusing on aspirational spending and higher disposable income. Diagnosed market challenges and conducted a competitive analysis against fintechs and lifestyle-based loyalty programs. Delivered innovative recommendations recognized by the Head of Product (GTM)