

ESBEN KOFOED SVENDSEN

New York, NY | Esben.kofoed@outlook.com | [linkedin.com/in/esben-kofoed-s](https://www.linkedin.com/in/esben-kofoed-s) | +1 646 881 9306

Work Authorization: F-1 visa, STEM OPT eligible — no sponsorship required for up to 3 years (12-month OPT + 24-month STEM extension)

PROFESSIONAL SUMMARY

Strategy and product professional with 5+ years and three rapid promotions inside a €1B+ Nordic financial services enterprise, advancing from claims operations into digital product and enterprise strategy. Executes complex AI and digital initiatives end to end, from requirements and backlog to launch, and builds the data infrastructure that lets leadership make faster, better-evidenced decisions. Hands-on technical toolkit across Power BI, SQL, and Python. MS candidate in Technology Management at Columbia University with 4.10+ GPA

PROFESSIONAL EXPERIENCE

Senior Strategy & Innovation Associate — Business Transformation | Gjensidige. Nov 2024 – Aug 2025 • Copenhagen, DK

- Reframed Nordic resourcing from reactive staffing to demand-based forecasting, building the dashboard leads used to allocate FTEs ahead of volatile claim events and eliminating the resulting bottlenecks, and achieved executive buy-in to change the operating model across 900+ employees and a €1B annual claims portfolio.
- Led a cross-functional task force mapping the Danish and Norwegian technology stacks to define end-to-end system ownership — the analysis informed squad and tribe design during agile transformation.
- Identified document reconciliation as the highest-friction step in claims handling and authored the roadmap to embed generative-AI summarization into the core claims-management system, validated with a working tool that cut review time by up to 80%.

Product Associate — Private Tribe | Gjensidige

Aug 2022 – Oct 2024 • Copenhagen, DK

- Led the implementation of online live chat by repurposing the existing phone-system work-item routing to connect customers with agents in real time, accelerating resolution time by 20% and lifting customer satisfaction by 4.50 percentage points. Recognized with an "Innovator of the Year" nomination.
- Assisted and prioritized the product backlog across 3 agile squads, writing epics and user stories to guide engineering and design for the private customer segment.
- Managed UAT testing and preproduction environments, reducing production errors across multiple sprints.

Claims Specialist & Operations Supervisor — Operational Excellence | Gjensidige Jul 2020 – Jul 2022 • Copenhagen, DK

- Remotely managed 4 FTEs as daily team lead, setting individual KPIs and reviewing performance, while sustaining customer satisfaction above 95% across the portfolio, exceeding the benchmark by 15+ percentage points, resulting in nomination for "Best Customer Experience of the Year".
- Built an optimized onboarding and cross-training program that cut the knowledge-transfer period to an outsourcing partner by 50%, sustaining team output during a period of significant operational change.

EDUCATION

M.S., Technology Management | Columbia University

September 2025-August 2026

Teaching Assistant, Banking and Technology: Financial Services in the Digital Age (2026)

Coursework: Banking & Fintech • Global Financial Services • Corporate Finance & Technology • AI/ML for Leaders • Cybersecurity • Python for MBAs • People Analytics & Strategy • Product Management

B.Sc., Innovation Management | Copenhagen Business School

Exchange – Business & Financial Services Marketing | Cornell University

PUBLICATIONS & THOUGHT LEADERSHIP

"Navigating Digital Transformation in the Nordics" — Harvard Business Review / Harvard Business Publishing, Jan 2026

Peer-recognized case study (co-developed with Copenhagen Business School) on legacy IT, cross-border governance, vendor dependence, and change management in a large Nordic insurer. Guest Speaker, CBS MSc & BSc programs (2024–2025).

CORE COMPETENCIES & TOOLS

Product Management • Corporate Strategy • Business Transformation • AI Implementation & Governance • Data Analytics • Power BI • PowerPoint • SQL • Python • Agile • Scrum • Jira • Stakeholder Management • Change Management • Financial Services • Data Visualization • Executive Presentations