

# EXECUTIVE BIOGRAPHY

## ABOUT

Stefan Affolter is a senior executive and transformation leader with over 25 years of experience shaping the operational backbone and customer engagement models of Switzerland's major banks. During his tenure at Credit Suisse and UBS, he held key leadership roles - including Head of Business Enablement Operations, Chief of Staff & Transformation Lead Swiss Private Clients - driving strategic change programs that shaped (multichannel) customer engagement, streamlined end-to-end processing, improved service performance/efficiency, and advanced digital adoption. He is recognized for his ability to translate complex strategies into actionable results, develop high-impact leadership cultures, and foster collaboration between technology, business, and people. Stefan's professional journey reflects a consistent focus on operational excellence, innovation, and data-driven decision making.

Beyond banking, Stefan is passionate about longevity and silver society societal challenge. He is engaging in AgeTech entrepreneurial initiatives - fostering digital innovation to simplify and enrich the lives of elderly generation. Combining strategic depth, empathy, and entrepreneurial spirit, Stefan continues to explore how human-centered innovation can shape the future of elderly care business and aging at home.



**Stefan Affolter**

*‘Connecting People,  
Technology & Strategy to  
Drive Meaningful Change.’*

## AREAS OF EXPERTISE

Business transformation & organizational design • Service management & outsourcing governance • Digitalization & data-driven performance • Omni-channel customer engagement & experience design • Leadership & people development (leading leaders, coaching, talent & empowerment programs) • Agile collaboration & cultural transformation • Longevity innovation & societal impact (AgeTech)

## EDUCATION & DEVELOPMENT

MBA (Lic. rer. pol.), University of Bern • Leadership & Executive Development, IESE Business School, Barcelona/Madrid/New York • IMD High Impact Leaders Program, Zürich • Agile Leadership, Digital Transformation & Data Literacy programs • UBS & Credit Suisse Startup Incubators

## LANGUAGES

German (native) • English (fluent) • French (basic)