

Nikolai Søndergaard

Business Operations Lead | Program Management | AI-enabled Operating Systems | Trust & Compliance

Mexico City (North America) | Remote | Hybrid | Open to global relocation

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Summary

Operations leader building trust-critical, cross-border systems in regulated environments. I create operating cadences (planning, accountability, metrics), automate workflows, and translate business intent into developer-ready requirements. Recent outcomes include a 37% reduction in large language model inference cost while improving response accuracy to 95%, and compressing a minimum viable product timeline from 12 months to 3 months.

Professional experience

Strategic Consultancy & Venture Building — Early-stage Artificial Intelligence and Health Technology

Germany, Netherlands, United States | 2023–2025

- **Operations & Program Management**
 - Owned hiring, onboarding, and operations for an AI-neuroscience startup, compressing the minimum viable product timeline from 12 months to 3 months.
 - Built operating cadence and lightweight program management for distributed teams (Europe / North America), improving throughput and stakeholder alignment.
 - Ran design-partner outreach, securing letters of intent from two German multinationals and supporting pre-seed fundraising conversations (~€300k).
 - Architected and deployed multiple LLM-powered MVPs to rapidly prototype autonomous workflows and test market viability.
- **AI/LLM Optimization**
 - Designed evaluation loops for large language model prompts, delivering a **37% inference cost reduction** while improving response accuracy to **94%**.

Country Lead, Denmark — Binance

Copenhagen / Scandinavia | 2022–2023

- Established Denmark presence and served as the public spokesperson, coordinating media engagement across Nordics and Benelux.
- Expanded permissible outbound marketing channels (from 1 category to 8+, and 25+ channels) through coordination with counsel and regulators in a highly restrictive environment.
- Improved onboarding and verification pipelines (**Know Your Customer / Know Your Business**) and reduced manual intervention and friction by 88%, while localizing product and payment rails.
- Implemented a monthly operating cadence to reduce escalations and improve throughput through partnerships across payments, education, and community. Grew the customer base of Denmark by 6% within 3 months.

Nordic Director — Kassio (Crypto Exchange)

Copenhagen | 2022

- Directed Nordic launch: set up office, built go-to-market plan for Denmark and Europe, and initiated hiring and partner pipeline (enabling growth and later acquisition).
- Managed relationships with regulators, financial institutions, and vendors, moving product from isolated technology to a launch-ready, European Union-compliant exchange.
- Coordinated with the engineering team in India to improve product based on market research, testing, and localization.

Technologies & Strategy – Ekofolio

Copenhagen | 2020–2021

- Led fundraising narrative and investor outreach; prepared materials and sustainability framing to support diligence.
- Supported founder operations through decision memos, go-to-market strategy, and pipeline reviews.

Co-founder, Chairman & Director – Nordic Blockchain Association

Copenhagen | 2017–2019

- Set strategy, hired contributors, and ran partnerships and public relations, scaling the contributor base from ~8 to ~35.
- Convened a regulatory working group with the Danish Financial Supervisory Authority, producing policy dialogue guiding public communication for Danish Web3 companies.
- Launched a municipal pilot with the Association of Danish Municipalities: assembled team, defined scope, managed vendors, and set success measures.

Additional Experience & Early Career

- **Independent Consultant & Speaker (Søndergaard Consulting):** Designed executive-level frameworks connecting emerging technology with viable business models.
- **Guest Lecturer (University of Copenhagen):** Lectured on technological legislation and regulatory frameworks.
- **Project Manager (Blockchain Technologies Corp):** Supported Nordic branch launch and developed comprehensive online tech curricula.

Education

- **Master of Science, Organisation Innovation and Entrepreneurship** – Copenhagen Business School (2017–2020)
- **Bachelor of Arts, Psychology, Philosophy, and Communication** – Roskilde University (2013–2017)
- **Exchange (Philosophy)** – Universitat de Barcelona (2015–2016)

Languages

Danish (native) | English (native) | Spanish (professional working) | French (limited working)

Core Operational & Technical Competencies

Business operations; program management; Zero-to-One Execution; process design; workflow automation; Cross-Functional Leadership & Matrix Management; stakeholder management; market entry; partnerships; regulatory engagement; compliance; risk management; LLMs; agentic workflows; prompt engineering; evaluation; cost optimization.