

# Meik Schartner

AI & Transformation | Enablement & Adoption at Scale



## Profile

AI and transformation specialist focused on turning emerging technologies into real, adopted capabilities across organizations. Experienced in designing and delivering AI enablement programs, coaching leaders, and embedding new ways of working at scale across global teams. Strong focus on bridging the gap between technology potential and actual usage — combining structured frameworks with hands-on AI application and behavioral design.

## Experience

**Associate Director, Change & Customer Experience at Julius Baer, Zurich**  
July 2024 — November 2025

- Led change and leadership alignment of the bank's CRM transformation, integrating core client-onboarding and compliance processes for **1,500+ Relationship Managers and 350+ Compliance officers** across Europe, Middle East and Latin America.
  - Developed an AI-powered change assessment tool to track readiness and surface adoption risks in real time, enabling more data-driven decision-making for program leadership.
  - Built readiness with 20+ training sessions (89% vs. 75% target), knowledge base, & recordings and a 55+ global floor-runner network
  - Delivered a full transition under tight deadlines; raised stakeholder rating from 7.3 to **9.1/10 (+25%)**

**Consultant, Change & Customer Experience at IBM iX, Zurich**

March 2023 — April 2024

- **Core banking transformation (Julius Baer):** Shaped leadership comms strategy, condensing a 170-page McKinsey deck into concise briefings for executives, middle managers, and staff.
  - Lifted awareness from 10% to **78%** — exceeding the goal of reaching only leadership and middle management — through tailored messaging; achieved stakeholder satisfaction of 8.8/10 (vs. org. benchmark of 7.5), while avoiding negative press coverage through controlled, compliant messaging.
  - Briefed senior leaders for Learning Week; led to a **direct client offer** from Julius Baer
- **Agile capability uplift (Lufthansa):** Co-designed a leadership capability program for Product Owners role delivering blended learning journey with 80% completion across 50+ volunteers, praised by leadership.
- **AI Innovation (Sandoz):** Designed concept for an AI-powered Smart Recruiter Assistant; won the **IBM GenAI Challenge** (1st/10 teams) and received the Client Collaboration Award.

## Details

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Nationality  
German | Swiss C Permit

[LinkedIn](#)

## Core Skills

AI Adoption & Enablement  
Prompt Engineering  
Workshop Design & Facilitation  
Leadership Coaching  
Stakeholder Engagement  
Enterprise Transformation  
Behavioral Design  
Low-Code Automation  
Data-Driven Decision Making  
Storytelling

## Languages

Fluent:  
German, English, Spanish,  
Portuguese, Romanian,  
Hungarian

Proficient:  
French, Chinese, Italian

Conversational:  
Arabic (Levantine)

Basic:  
Russian

## Consultant, Workforce Transformation, at Infosys Consulting, Zurich

November 2021 — February 2023

- **Innovation toolkit adoption (bp):** Drove multi-layer adoption of the *Innovation in a Box* toolkit across a 3,000+ employee unit through a gamified “Mars colonization” learning journey and targeted awareness workshops.
  - Achieved 80% organizational awareness, 40% active toolkit usage, and **600+ participants** in the learning journey.
- **SAP S/4 HANA rollout (Hitachi Energy):** Designed and delivered a Train-the-Trainer program to prepare technical consultants for effective facilitation.
  - Cut post-training escalations by **40%** and increased satisfaction by 28%
- **Winning RFPs (Fortune 500 clients):** Coordinated transformation proposals and introduced differentiators such as animated explainer videos, gamified workshops and polished visuals.
  - Secured **multi-million-pound contracts**, with partners confirming these innovations were decisive in the win.

## Project Manager, HR Transformation at Roche, Basel

September 2020 — November 2021

- **Intrapreneurship program (KICKBOX):** Rolled out across 12,500+ employees at Roche Pharma site Basel/Kaiseraugst.
  - Achieved 74% awareness, generated **200+ ideas, with 50+ MVPs, and 5 funded;** personally secured CHF 15k funding for a VR-based soft skills MVP.
- **HR operating model e-learning platform (“P&C Sports Village”):** Co-created an leadership and culture enablement platform to explain Roche’s new HR TOM, shaping storytelling with visuals, animations & quizzes and integrating with Roche’s e-learning team.
  - Delivered an MVP under tight timelines with **90% completion in pilot;** scaled into a permanent global HR resource.

## Early Career (Takeda, Bracco, Swissport)

2014 — 2020

- Early career across pharma and services: Takeda (HR, supply chain, commercial & controlling, incl. Brazil secondment), Bracco (marketing & events), and Swissport (airport ground handling for European and Chinese airlines).

## Education

### Master’s in Digital Transformation, Universitat de Barcelona (OBS Business School)

2025 — 2026

### B.A. International Management and Chinese, HTWG Konstanz

2017 — 2021

## Certifications

MIT AI: Implications for Business Strategy (2026) · IMD Digital Transformation Sprint (2025) · Prosci® Certified Change Practitioner (2024) · SAFe 6 (2023) · ThePowerMBA (2023) · IBM Enterprise Design Thinking (2023) · Google Project Management (2024)