

# **Jean (John) Pfeifer**

**Director at UBS**

Zurich, , CH

World class energetic speaker on Wealth Management & Talent Management, who can combine strategy with very hands-on practical best practices.

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## **Biography**

Jean is a very passionate speaker who can captivate the attention of his audience thanks to his wealth of experience, anecdotes and stories in his core topics: banking, customer experience and talent management/development. Jean is very expressive, feels at ease with small and large groups, thanks to his >15 years experience in training and his enthusiasm communicating with people. His strengths are combining sound knowledge with practical experience and his strong ability to make complex concepts understandable and easily applicable. Jean combines his long Wealth Management (WM) banking experience with his passion for the learning function to create programs that boost employees performance to generate more revenues. After 10 years at the front office as Client Advisor and Desk Head, he joined the UBS Business University in the UBS Learning strategy, then became Talent Manager for the regions LATAM+MEA. In 2006, he created the Internal Faculty of the UBS WM Campus APAC in Singapore and in 2007 built the learning function at UBS WM Japan, to transfer the critical business skills to Japan. He is now back at UBS Headquarters as Sales Manager for WM Switzerland. He graduated in Economics from the University of Applied Sciences of Lausanne with postgraduate studies at UC Berkeley, has a Swiss Federal Advanced Diploma in Corporate training and a Master of Advanced Studies in Human Systems Engineering. He teaches finance at ISFB in Geneva and Banking strategy for the Federal Diploma in Banking and Finance. -> Experienced in designing and executing performance improvement solutions, through learning and non-learning interventions. -> Sound knowledge in banking, corporate training, talent development and performance management. Seasoned facilitator, trainer and lecturer (> 3000 stage hours). -> Deep expertise in the financial services industry with cross-industry knowledge & exposure by advising and teaching for various companies and professional associations. Specialties Best practices in Private Banking, Talent management, learning culture, instructional design, training delivery, performance management, coaching (certified coach), sales training, group facilitation, teaching (economics, finance, sales, talent management).

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## **Availability**

Keynote, Moderator, Panelist, Workshop, Corporate Training

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## **Industry Expertise**

Training and Development, Talent Management, Financial Services

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## **Areas of Expertise**

Private Banking, Wealth Management, Customer Experience, Talent Management, Blue Ocean Strategy

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## **Education**

**Swiss Advanced Federal Diploma in Corporate Learning**  
Master Corporate training

**IMD**  
Open Program Leading High Impact Learning

**UC Berkeley**  
Postgr. studies International Business, Organizational Behavior

**UBS**  
Wealth Management Diploma Wealth Management

**HEC Paris**  
Open Program Leading Strategies for Outstanding Performance

**University of Applied Sciences, Lausanne**  
Master of Advanced Studies Human Systems Engineering

**IMD**  
Open Program Strategy

**University of Applied Sciences, Lausanne, Switzerland**  
MSc Economics

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## **Accomplishments**

**Advisory Board Member of the Global Council of Corporate Universities**

**Founder of the Geneva Learning managers Roundtable**

**Professor in Banking Strategy (Swissbanking)**

**Aff. Professor HEC Paris**

**Project Manager UBS Wealth Management Campus APAC, Singapore**

**Professor at ISFB (Training Center for Geneva Private Bankers)**

**Sales Manager Wealth Management UBS**

**Director Learning & Development Strategy UBS Wealth Management HQ, Zurich**

**Talent Manager UBS (Latin America, Middle East, Africa, Mediterranean)**

**Chief Learning Officer UBS Japan, Tokyo**

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