TAHIR LUNAT

COMMERCIAL OPERATIONS | APPLIED AI | STARTUP EXECUTION

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PROFILE

Commercial and operations professional combining 18 months in financial markets with startup operations and hands-on AI product development. Built and launched Switchboard (sbkit.dev) and developed AI tools for prospect research and Salesforce account intelligence through consulting work. Experience spans institutional client relationships, commercial analysis, events and reporting, with a practical approach to improving processes and delivering projects across teams.

PROFESSIONAL EXPERIENCE

Founder | Switchboard (Independent Product Venture), London *Jan 2026 - Present*

- Built and launched Switchboard (sbkit.dev), an AI workflow-governance product that checks agent actions and outputs against supporting evidence; surpassed 1,200 npm downloads.
- Owned product development from concept to release, designing agent execution loops, handoffs and evidence checks to keep multi-step AI workflows consistent.
- Developed an AI lead-sourcing and prospect-research tool for FX brokerages through consulting work. Used company activity and international trading signals to identify commercially relevant accounts.
- Integrated AI workflows with Salesforce (Agentforce) to generate and organise account intelligence, giving sales teams useful context for prospecting and follow-up.

Sales Associate, Sales & Relationship Management | Euronext, London *May 2024 - Nov 2025*

- Prepared briefings for 40+ institutional meetings, contributed to client discussions and followed through on agreed actions. Modelled revenue for €3m+ of qualified opportunities to assess commercial potential.
- Kept opportunity records and next steps up to date in Dynamics 365. Built Power BI reporting adopted by the Global Head of Sales to prioritise opportunities and support forecasting.
- Planned and delivered 12 webinars, roadshows and targeted campaigns, attracting 1,800+ registrations and generating 60+ qualified follow-up meetings with institutional clients.
- Supported senior sales and relationship managers covering 170+ institutional accounts. Researched prospects and mapped decision-makers to focus outreach on organisations with a clear product fit.
- Supported repo-clearing expansion across Europe and explained its commercial benefits. Worked with Product and Risk to translate client feedback on margin, collateral and access into practical requirements.

ADDITIONAL EXPERIENCE

Commercial & Operations Support (part-time) | Live Electrics *Jan 2026 - Present*

Manage client enquiries and quotations, coordinate suppliers and scheduling, and follow through on invoicing and payments.

Client Services Associate | Harrods, London *Mar 2022 - Nov 2022*

Handled 600+ weekly client queries across phone, email and live chat at 99%+ SLA. Built Excel VBA automation that reduced manual processing time by approximately 30%.

Operations & Compliance Coordinator | Bolt Technologies, London *Feb 2021 - Jan 2022*

Worked in a fast-growing technology business as the UK driver base grew from 40k to 80k. Handled KYC and exception onboarding during a 70k+ verification rollout that lifted conversion from approximately 50% to 78%.

EDUCATION

Bayes Business School | BSc Investment & Financial Risk Management (2:1) *2020 - 2023*

Relevant study: financial econometrics, risk analysis and company valuation.

Sir George Monoux Sixth Form College
A Levels: Mathematics (A), Economics (A), English Literature (C).

SKILLS & TOOLS

Commercial operations: Commercial research, revenue modelling, stakeholder coordination, event delivery, onboarding and process improvement.

CRM & reporting: Dynamics 365, Salesforce (Agentforce), Power BI, advanced Excel/VBA and PowerPoint.

Applied AI: AI-assisted lead sourcing and account intelligence; agent workflows, n8n, Claude Code and Codex.