



Nikolas Chalaris

Business Operations

📍 London, UK

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Languages

English (Fluent)

French (Work Proficiency)

Greek (Native)

About

Highly efficient venture builder with 15 years of experience building and scaling ventures. Former General Manager at JOKR, holding a pivotal role while opening key markets in Europe and the US, propelling the company to a USD 1,2B valuation. Passionate about logistics and supply chain with deep expertise in marketplaces and delivery platforms. With a global perspective gained from working and studying in diverse international settings across Europe, Asia, and the Americas.

BRANDS WORKED WITH

ANTENNA PAY TV INC.

HELLO CHEF P.C.

JOKR SARL

Nespresso

Nestlé Nespresso SA

SANUSX GMBH

UPSET S.A.

Experience

● Head of Expansion

SANUSX GMBH | Jan 2022 - Jan 2023

Investment arm of UNIQA Insurance Group (€6B turnover)

Expansion Head (consulting project)

- Led a high-performance team and built a pharmacy marketplace; captured 30% of market post-launch
- Provided strategic direction to C-levels; launched MVP in AT & RO; generated revenues of EUR 500K in two months
- Implemented a streamlined lead generation process; onboarded 400 pharmacies exceeding initial targets by 10%
- Built a scalable CRM process onboarding pharmacies; reduced churn by 15% & improved satisfaction by 20%

● Sr. Director of Expansion

JOKR SARL | Jan 2021 - Jan 2022

Grocery delivery scale-up with presence in 8 countries across the Americas. Series C valuation of USD 1,2B. Backed by Softbank, Tiger Global, Activant Capital, G-Square.

Sr. Director of Expansion New York, USA 2021-2022

- Worked directly with C-levels to adapt US commercial strategy; drove a 30% increase in market penetration
- Successfully lobbied for zoning & alcohol licensing; facilitated smooth market entry in Miami, Austin & Boston
- Identified and negotiated strategic partnerships; improved delivery times & reduced operational costs by 20%
- Re-structured operations & supply-chain post hubs consolidation in NYC; reduced monthly cash burn by 15%

● General Manager

JOKR SARL | Jan 2021 - Jan 2022

- Worked directly with the CCO to transform global corporate strategy into country-specific initiatives for local launch
- Led recruitment and training of a team of 50: Product, Marketing, Category Management, Operations, Legal
- Developed strategic initiatives and delivered a 4x increase in customer base within the first two months
- Set and managed OKRs, aligning & driving performance with managers and executive team

● Co-Founder, COO

HELLO CHEF P.C. | Jan 2019 - Jan 2021

Online meal-kit delivery service 2019-2021

Co-Founder, Business Operations

- Devised business plan, financial model & pitch deck for a EUR 500K investment; raised EUR 200K from angel investors



- Established Operations and Supply Chain; structured teams to deliver product strategy & operations
- Spearheaded all aspects of operations; grew revenues to EUR 100K, team to 10 FTEs, and user base to 1,3K

● Sales & Trade Manager

Nespresso | Jan 2008 - Jan 2010

- Managed a portfolio of 15 trade accounts nationwide; generated EUR 4M per annum
- Hired, trained and led a team of 10 sales promoters; increased trade market share by 15%

● Marketing Associate

ANTENNA PAY TV INC. | Jan 2007 - Jan 2008

Subscription-based TV platform 2007–2008

Marketing Associate

- Sold advertising space and executed barter deals with local media and nationwide promotional events

● Account Executive

UPSET S.A. | Jan 2002 - Jan 2005

Advertising Agency 2002–2005

Account Executive

- Developed advertising campaigns and communication policies for TIM Telecom (EUR 7M budget), OPAP (EUR 9M budget), Aegean Airlines (EUR 11M budget) and Alpha bank (EUR 15M budget)

● Head of Operations & Supply Chain

Nestlé Nespresso SA | Jan 2018

Distributing B2B and B2C product range in GR, CY and BG 20011-2018

Head of Operations & Supply Chain

- Spearheaded all aspects of operations; grew revenues 10x to EUR 20M+, overseeing a team of 120+ employees
- Led an international cross-functional team to set up the Logistics Operations at a 3PL facility; added EUR 15M of value
- Monitored 3PL's performance, identified inefficiencies & improved processes; achieved a 98% delivery success rate
- Collaborated with the Global Supply-Chain team and achieved a 20% reduction in Out-Of-stock (OOS) occurrences
- Successfully project-managed the rollout of a cloud-based ERP solution; reduced IT costs by 15%

Education & Training

2017 - 2018

● INSEAD

Master of Business Administration, Business

2006 - 2007

● Emerson College

MA in Global Marketing Communications,,

2002 - 2006

● TECH INSTITUTE OF ATHENS

BA in Marketing and Commerce,