CHRIS RAPHAEL MORA-JENSEN

CTO | Platform Engineering & SaaS Scaling Leadership

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PROFESSIONAL SUMMARY

Visionary CTO and technology leader with 15+ years scaling SaaS platforms, leading international engineering teams, and delivering compliance-driven cloud migrations. Trusted to balance innovation velocity with operational excellence, reporting directly to CEOs and Boards. Expert in aligning product, technology, and commercial strategy while building resilient organizations. Proven track record building revenue operations platforms and infrastructure critical enough to survive multiple acquisitions and regulatory scrutiny. Motivated by mission-driven challenges and ready to drive business growth, cultural transformation, and international expansion.

CORE COMPETENCIES

- Revenue Operations & Attribution Systems
- Platform Engineering & Cloud Architecture (AWS, Azure, Heroku)
- Compliance & Regulatory Systems (GDPR, SOX, EU Digital Identity)
- International Team Leadership (Denmark, Serbia, Macedonia)
- SaaS Product Development & Scaling
- Blockchain Infrastructure & EU EBSI Node Operations
- Operational Due Diligence & M&A Technical Validation
- Financial Systems & Audit-Ready Infrastructure

PROFESSIONAL EXPERIENCE

Chief Technology Officer (CTO)

DiplomaSafe – Copenhagen, Denmark • ***October 2023 – December 2025***

Leading technology strategy and platform development for EU-backed digital credential infrastructure, operating Denmark's national EBSI blockchain nodes.

- Deployed and operate Denmark's three national EBSI blockchain nodes (pilot, pre-production, production) with sole infrastructure access, enabling EU digital identity pilots
- Delivered technical workpackages for EU projects (MCEU, VECTOR) and defined interoperability standards with European partners
- Optimized cloud infrastructure (AWS/Azure) ensuring efficiency, resilience, and cost-effectiveness for credential management platform
- Implemented Keycloak-based authentication and enforced Two-Factor Authentication (2FA) across all staff
- Designed automated workflows for credential lifecycle management (expiration, renewal, verification) reducing manual overhead
- Ensured GDPR and international privacy compliance across all credential management systems

VP of Technology

Harba – Copenhagen, Denmark • ***September 2022 – January 2023***

Led development team modernization and cost optimization initiatives.

- Evaluated and presented roadmap to modernize production environment, ensuring stability and scalability
- Identified and implemented cost optimization opportunities reducing operational expenses
- Led specialized development team, fostering collaboration and accountability
- Conducted skills mapping to align team resources with strategic priorities

Chief Technology Officer (CTO)

Duuoo – Copenhagen, Denmark • ***August 2019 – September 2022***

Took Duuoo from prototype to finished enterprise SaaS product, managing cloud migration and compliance initiatives.

- Transitioned infrastructure from Heroku to Azure, improving scalability, reliability, and cost efficiency
- Merged two separate products into single feature-flagged solution, streamlining development and user experience
- Designed and implemented skills-planning module for workforce analytics and gap identification
- Managed onboarding of enterprise clients with custom requirements, ensuring smooth adoption
- Directed GDPR compliance initiatives across product and infrastructure
- Led internal and external teams, scaling resources strategically to meet demand

Chief Technology Officer (CTO)

Cardlay – Odense, Denmark • ***September 2018 – February 2019***

Led enterprise architecture development and international team management.

- Continued development of Cardlay Enterprise Architecture ensuring scalability and business alignment
- Established new vendor partnerships and strengthened existing relationships to support product growth
- Served on Product Board contributing to strategic product decisions
- Directed remote development team in Serbia and DevOps team in Macedonia, ensuring effective collaboration

Director of Engineering

KAYAK (prev. momondogroup) – Copenhagen, Denmark • ***January 2018 – August 2018***

Led technology modernization and SOX compliance initiatives post-acquisition.

- Modified existing codebases to achieve unified backend compatibility across multiple platforms
- Converted platform from .NET to .NET Core, improving performance, scalability, and maintainability
- Developed SOX-compliant environment supporting automated billing processes and audit readiness

- Participated in SOX-related operational validation following Kayak acquisition, documenting revenue systems and financial controls as part of escrow-contingent review process for public company integration (Booking Holdings, NASDAQ: BKNG)

Group Head of Operations

momondogroup (now KAYAK) – Copenhagen, Denmark • ***January 2015 – December 2017***

Managed group-wide operations and cloud migration during rapid scaling phase. Continued development of revenue operations infrastructure built in earlier roles.

- Migrated systems from hosted solutions to AWS Cloud, improving scalability, resilience, and cost efficiency
- Extended administrative platforms to support group-level operations during rapid employee growth
- Built operational systems for SEM sourcing, invoicing, revenue tracking, performance monitoring, and server management
- Developed in-house affiliate network capability, reducing dependency on third-party platforms
- Enabled invoice automation driven directly by revenue attribution system, improving accuracy and reducing manual processes
- Participated in operational due diligence with Great Hill Partners, documenting processes and controls for PE acquisition validation
- Established local IT support team ensuring smooth daily operations
- Served on Work Environment Organization following office relocation, ensuring compliance and employee wellbeing

Head of Operations

momondo (now KAYAK) – Copenhagen, Denmark • ***January 2013 – December 2014***

Built Operations Team from scratch to support momondo's scaling from startup to major travel search platform. Scaled the revenue operations infrastructure built during previous role.

- Defined Operations Team structure and processes, establishing foundation for international growth
- Built revenue attribution platform integrating multiple affiliate networks with automated daily reconciliation
- Created transaction monitoring system delivering fresh revenue data every morning, enabling data-driven marketing at scale
- Scaled revenue tracking and attribution systems across multiple markets supporting international expansion
- Trained international teams (including Cheapflights post-acquisition) on custom operational tools, successfully replacing legacy systems
- Provided IT support infrastructure enabling smooth operations during rapid company expansion

Developer & Tracking Specialist

Skygate/momondo (now KAYAK) – Copenhagen, Denmark • ***March 2007 – December 2012***

Built foundational operational infrastructure that powered momondo's commercial operations. This infrastructure proved critical enough to be retained, further developed, and scaled through three subsequent acquisitions.

- Designed and implemented foundational systems that evolved into momondo's revenue attribution platform
- Rewrote scraping technology, optimizing infrastructure to reduce server requirements from 100+ to two servers
- Facilitated telephony infrastructure modernization replacing legacy ISDN systems
- Built systems that were retained and further developed through three acquisitions: Cheapflights acquisition, Great Hill Partners PE buyout, and Kayak/Booking Holdings acquisition, ultimately passing SOX-related validation for public company standards

IT Support Specialist (Student Position)

Glostrup Hospital – Glostrup, Denmark • ***July 2006 – January 2007***

Provided hardware/software support, system maintenance, and network infrastructure setup for hospital IT systems.

EDUCATION

Bachelor of Engineering (B.Eng.) in IT Engineering Technical University of Denmark (DTU) – Lyngby, Denmark*Graduated: March 2007*
Specialization: Information and Communication Technologies

PROFESSIONAL DEVELOPMENT

- Work Environment Education Certificate – Danish labor authority
- Evocazion Coaching as Leadership Style – Evocazion
- Evocazion Metaprograms and Representation Systems – Evocazion
- Good to Great Managers – Zenger-Folkman
- 360 Leadership – Zenger-Folkman
- Myers-Briggs Type Indicator (MBTI) Certified

TECHNICAL EXPERTISE

Cloud Platforms: AWS (EC2, S3, RDS, Lambda), Azure, Heroku
Languages & Frameworks: JavaScript (Node.js, Express, React), PHP, Python, R, Java, C++, C#/.NET
Databases: SQL (MSSQL, MySQL, PostgreSQL, MariaDB)
DevOps & Tools: Git, Bitbucket, Jira, Confluence, Sentry, DataDog, FullStory
Blockchain: EBSI (European Blockchain Services Infrastructure)
Compliance Frameworks: GDPR, SOX (Sarbanes-Oxley), EU Digital Identity Standards

LANGUAGES

Danish: Native
English: Full Professional Proficiency (C2)
German: Professional Working Proficiency (B2/B1)
Spanish: Elementary Proficiency (A2)

MEMBERSHIPS & VOLUNTEER WORK

Mensa International & Mensa Denmark – Member since 2017
Hjerteløber (Heartrunner) – Volunteer First Responder, 2017 – Present

Respond to cardiac arrest emergency calls, provide CPR and first aid until professional medical assistance arrives.