

Charlotte Williams

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PROFESSIONAL SUMMARY

Accomplished Chief People Officer with 19 years of progressive experience in Human Resources. Demonstrated expertise in Performance Management, Employee Relations, Conflict Resolution with a strong track record of driving innovation and delivering measurable business results.

CORE COMPETENCIES

Performance Management	Employee Relations	Conflict Resolution
Coaching	Mentoring	

PROFESSIONAL EXPERIENCE

Chief People Officer | DigitalEdge

2015 - Present | Jakarta, Indonesia

- Spearheaded human resources initiatives that delivered 26% improvement in operational efficiency
- Led cross-functional teams of 11 professionals across multiple high-impact projects
- Architected and implemented Performance Management solutions resulting in \$254K annual cost savings
- Established best practices and mentored 3 team members, improving overall team productivity by 40%

Chief People Officer | Airbnb

2013 - 2015

- Developed and maintained employee relations applications serving 38K+ users
- Collaborated with product and design teams to deliver 10 major feature releases
- Optimized system performance resulting in 47% reduction in response time

EDUCATION

MS in Industrial Relations

National University of Mexico | 2003

Bachelor of Science in Industrial Relations

National University of Mexico | 2001

CERTIFICATIONS

- Certified Talent Acquisition Professional