

# Mei Chen

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## PROFESSIONAL SUMMARY

Accomplished VP of Operations with 10 years of progressive experience in Operations. Demonstrated expertise in Change Management, Training, Standard Operating Procedures with a strong track record of driving innovation and delivering measurable business results.

## CORE COMPETENCIES

Change Management

Training

Standard Operating Procedures

Cross-functional Collaboration

## PROFESSIONAL EXPERIENCE

### VP of Operations | Investment Partners

2019 - Present | São Paulo, Brazil

- Spearheaded operations initiatives that delivered 30% improvement in operational efficiency
- Led cross-functional teams of 13 professionals across multiple high-impact projects
- Architected and implemented Change Management solutions resulting in \$334K annual cost savings
- Established best practices and mentored 3 team members, improving overall team productivity by 27%

### VP of Operations | Home Depot

2016 - 2019

- Developed and maintained training applications serving 84K+ users
- Collaborated with product and design teams to deliver 18 major feature releases
- Optimized system performance resulting in 32% reduction in response time

## EDUCATION

### Bachelor of Science in Liberal Arts

Princeton University | 2010

## LANGUAGES

English | Portuguese