

CARLOS MENDOZA

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EXECUTIVE SUMMARY

Senior operations leader with 13+ years of experience driving digital transformation and business growth. Proven track record of leading high-performance teams, implementing strategic initiatives, and delivering solutions that generate measurable ROI across global markets.

CORE COMPETENCIES

Strategic Leadership	Team Management	Digital Transformation
Quality Assurance	Quality Control	Process Optimization
Stakeholder Management	P&L Responsibility	Change Management

PROFESSIONAL EXPERIENCE

Senior Operations Manager

Amgen | 2011 - Present

- Spearheaded enterprise-wide operations transformation initiatives impacting 1770+ employees
- Delivered \$1M+ in annual revenue growth through strategic quality assurance implementations
- Built and led global teams of 35 professionals across 5 countries
- Reduced operational costs by 38% while improving service quality and customer satisfaction

EDUCATION & CERTIFICATIONS

Master of Technology | Yale University | 2009

Bachelor of Science in Management | Yale University | 2007

Professional Certifications:

- Executive Leadership Program
- Strategic Management Certificate