

# Charlotte Williams

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## PROFESSIONAL SUMMARY

Accomplished COO with 14 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

### COO | Uber

2017 - Present | Santiago, Chile

- Spearheaded operations initiatives that delivered 25% improvement in operational efficiency
- Led cross-functional teams of 14 professionals across multiple high-impact projects
- Architected and implemented Change Management solutions resulting in \$157K annual cost savings
- Established best practices and mentored 4 team members, improving overall team productivity by 35%

### COO | Visa

2013 - 2017

- Developed and maintained training applications serving 58K+ users
- Collaborated with product and design teams to deliver 20 major feature releases
- Optimized system performance resulting in 54% reduction in response time

## EDUCATION

### Master of Technology

Duke University | 2008

### Bachelor of Science in Economics

Duke University | 2006