

DIMITRI VOLKOV

dimitri.volkov@email.com • +238-786-4797 • San José, Costa Rica

EXECUTIVE SUMMARY

Senior operations leader with 12+ 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

Director of Operations

Google | 2012 - Present

- Spearheaded enterprise-wide operations transformation initiatives impacting 1445+ employees
- Delivered \$3M+ in annual revenue growth through strategic quality assurance implementations
- Built and led global teams of 20 professionals across 3 countries
- Reduced operational costs by 34% while improving service quality and customer satisfaction

EDUCATION & CERTIFICATIONS

PhD in Business Administration | University of Manchester | 2010

Bachelor of Science in Business Administration | University of Manchester | 2008

Professional Certifications:

- Executive Leadership Program
- Strategic Management Certificate