

Christopher Martinez

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PROFESSIONAL SUMMARY

Accomplished COO with 20 years of progressive experience in Operations. Demonstrated expertise in Quality Assurance, Quality Control, ISO Standards with a strong track record of driving innovation and delivering measurable business results.

CORE COMPETENCIES

Quality Assurance

Quality Control

ISO Standards

Compliance

Auditing

PROFESSIONAL EXPERIENCE

COO | FinanceFirst

2014 - Present | Santiago, Chile

- Spearheaded operations initiatives that delivered 29% improvement in operational efficiency
- Led cross-functional teams of 8 professionals across multiple high-impact projects
- Architected and implemented Quality Assurance solutions resulting in \$258K annual cost savings
- Established best practices and mentored 3 team members, improving overall team productivity by 25%

COO | Boeing

2011 - 2014

- Developed and maintained quality control applications serving 28K+ users
- Collaborated with product and design teams to deliver 18 major feature releases
- Optimized system performance resulting in 28% reduction in response time

EDUCATION

MS in Psychology

Cornell University | 2002

Bachelor of Science in Psychology

Cornell University | 2000

LANGUAGES

English | Arabic