

MEI CHEN

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EXECUTIVE SUMMARY

Senior operations leader with 29+ 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

VP of Operations

Cisco | 1995 - Present

- Spearheaded enterprise-wide operations transformation initiatives impacting 1333+ employees
- Delivered \$9M+ in annual revenue growth through strategic quality assurance implementations
- Built and led global teams of 20 professionals across 3 countries
- Reduced operational costs by 30% while improving service quality and customer satisfaction

EDUCATION & CERTIFICATIONS

MS in Communications | University of Copenhagen | 1992

Bachelor of Science in Communications | University of Copenhagen | 1990

Professional Certifications:

- Executive Leadership Program
- Strategic Management Certificate