

JESSICA GARCIA

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EXECUTIVE SUMMARY

Senior operations leader with 27+ 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

COO

Amazon | 1997 - Present

- Spearheaded enterprise-wide operations transformation initiatives impacting 1902+ employees
- Delivered \$2M+ in annual revenue growth through strategic quality assurance implementations
- Built and led global teams of 49 professionals across 6 countries
- Reduced operational costs by 36% while improving service quality and customer satisfaction

EDUCATION & CERTIFICATIONS

PhD in Communications | University of Manchester | 1995

Bachelor of Science in Communications | University of Manchester | 1993

Professional Certifications:

- Executive Leadership Program
- Strategic Management Certificate