

AKIKO SUZUKI

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EXECUTIVE SUMMARY

Senior operations leader with 15+ 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

Fidelity | 2009 - Present

- Spearheaded enterprise-wide operations transformation initiatives impacting 1694+ employees
- Delivered \$4M+ in annual revenue growth through strategic quality assurance implementations
- Built and led global teams of 47 professionals across 6 countries
- Reduced operational costs by 39% while improving service quality and customer satisfaction

EDUCATION & CERTIFICATIONS

PhD in Management | Sapienza University of Rome | 2005

Bachelor of Science in Management | Sapienza University of Rome | 2003

Professional Certifications:

- Executive Leadership Program
- Strategic Management Certificate