

# CHARLOTTE WILLIAMS

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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
Operations Management	Process Improvement	Process Optimization
Stakeholder Management	P&L Responsibility	Change Management

## PROFESSIONAL EXPERIENCE

### Senior Operations Manager

**BioResearch Corp** | 2009 - Present

- Spearheaded enterprise-wide operations transformation initiatives impacting 1963+ employees
- Delivered \$4M+ in annual revenue growth through strategic operations management implementations
- Built and led global teams of 22 professionals across 8 countries
- Reduced operational costs by 34% while improving service quality and customer satisfaction

## EDUCATION & CERTIFICATIONS

**Master of Business Administration** | Johns Hopkins University | 2007

**Bachelor of Science in Economics** | Johns Hopkins University | 2005

### Professional Certifications:

- Executive Leadership Program
- Strategic Management Certificate