

Chen Wei-ming

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PROFESSIONAL SUMMARY

Accomplished COO with 19 years of progressive experience in Operations. Demonstrated expertise in Business Analysis, Requirements Gathering, Process Mapping with a strong track record of driving innovation and delivering measurable business results.

CORE COMPETENCIES

Business Analysis

Requirements Gathering

Process Mapping

Documentation

PROFESSIONAL EXPERIENCE

COO | Wells Fargo

2015 - Present | Casablanca, Morocco

- Spearheaded operations initiatives that delivered 42% improvement in operational efficiency
- Led cross-functional teams of 12 professionals across multiple high-impact projects
- Architected and implemented Business Analysis solutions resulting in \$181K annual cost savings
- Established best practices and mentored 4 team members, improving overall team productivity by 35%

COO | KPMG

2011 - 2015

- Developed and maintained requirements gathering applications serving 95K+ users
- Collaborated with product and design teams to deliver 5 major feature releases
- Optimized system performance resulting in 33% reduction in response time

EDUCATION

PhD in Management

University of Zurich | 2003

Bachelor of Science in Management

University of Zurich | 2001