

Emily Chen

Digital Transformation Lead (Operations)

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Summary

Highly accomplished Digital Transformation Lead with 8+ years of experience in driving operational excellence and digital innovation. Proven track record of delivering large-scale transformation projects, improving process efficiency by 30%, and reducing costs by 25%. Skilled in digital strategy, change management, and team leadership.

Experience

Digital Transformation Lead (Operations)Jan 2020 - Present

ABC CorporationNew York, USA

Led the digital transformation of operational processes, resulting in a 25% reduction in costs and a 30% increase in productivity. Developed and implemented a digital strategy, leveraging cloud-based technologies and data analytics to drive business growth.

- Developed and executed a comprehensive digital transformation strategy, aligned with business objectives
- Led a team of 10+ professionals, providing guidance and mentorship to ensure successful project delivery
- Collaborated with cross-functional teams to design and implement new digital processes, resulting in a 40% reduction in manual errors
- Analyzed and interpreted data to inform business decisions, driving a 20% increase in revenue

Operations ManagerJun 2015 - Dec 2019

DEF CompanyLondon, UK

Managed daily operations, overseeing a team of 20+ employees and ensuring compliance with regulatory requirements. Improved process efficiency by 20% and reduced costs by 15% through process improvements and lean methodologies.

- Managed and coordinated daily operations, ensuring timely and efficient delivery of services
- Developed and implemented process improvements, resulting in a 20% reduction in lead times and a 15% reduction in costs
- Collaborated with the leadership team to develop and execute strategic plans, driving business growth and expansion
- Coordinated with external partners and vendors to ensure seamless service delivery

Education

Master's2010 - 2012

University of OxfordOxford, UK

Business Administration3.8/4.0

Bachelor's2005 - 2009

University of CambridgeCambridge, UK

Computer Science3.5/4.0

Skills

Digital Strategy
Change Management
Team Leadership
Cloud Computing
Data Analytics
Process Improvement
Communication
Project Management

Languages

EnglishNative

SpanishFluent

Hobbies

Reading
Hiking

Certificates

Certified Digital Transformation Professional
2018
Digital Transformation Institute
Completed a comprehensive certification program in digital transformation, covering topics such as digital strategy, change management, and technology enablement.

Awards

Digital Transformation Award
2019
Industry Association
Received an award for outstanding achievement in digital transformation, recognizing my contributions to the field and my impact on business results.

References

Jane Smith, CEO
Supervisor jane.smith@abc.com

John Doe, CTO
Colleague john.doe@def.com