

AMELIA CARTER

SENIOR OPERATIONS MANAGER | PROCESS IMPROVEMENT | TEAM LEADERSHIP | BUSINESS TRANSFORMATION

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PROFILE

Operations professional with more than 10 years of experience improving processes, leading cross-functional teams and delivering operational change across growing organisations. Experienced in performance management, workflow optimisation, stakeholder engagement and the implementation of systems that improve efficiency and service quality.

EXPERIENCE

Senior Operations Manager

Jan 2022 – Present

Northbridge Solutions Ltd
Manchester, United Kingdom

Leads operational planning and continuous-improvement initiatives across customer service, finance and internal support teams. Introduced new performance reporting and workflow processes that improved visibility across departments and reduced administrative delays. Manages team leads, supports recruitment and development, and works closely with senior leadership on business planning and service improvement.

Operations Manager

Apr 2018 – Dec 2021

Hartwell Group
Leeds, United Kingdom

Managed day-to-day operations across multiple departments and coordinated improvement projects involving customer support, finance and commercial teams. Standardised internal procedures, introduced KPI reporting and supported the rollout of new business systems. Managed a team of 14 and worked with external suppliers and internal stakeholders.

Operations Coordinator

Jun 2014 – Mar 2018

Meridian Services
Sheffield, United Kingdom

Supported operational planning, reporting, scheduling and internal process improvements. Produced management reports, coordinated supplier relationships and helped document and improve administrative workflows.

EDUCATION

University of Sheffield

Sep 2011 – Jun 2014

BA Business Management — Business Management

SKILLS

Budget Management	Business Process Mapping
Change Management	CRM Systems
Microsoft Excel	Operations Management
Performance Reporting	Process Improvement
Project Management	Recruitment & Development
Stakeholder Management	Team Leadership

CERTIFICATIONS

PRINCE2 Foundation	Mar 2023
PeopleCert	
Lean Six Sigma Yellow Belt	Jun 2021
The Lean Six Sigma Company	

PROJECTS

Customer Service Workflow Transformation	Feb 2024 – Nov 2024
Led a cross-department project to redesign customer-service workflows, introduce clearer ownership and improve reporting across the customer journey.	
Operational Reporting Dashboard	Mar 2023 – Oct 2023
Coordinated the introduction of a new management-reporting framework covering service levels, workload, performance trends and operational risks.	