

Business Operations

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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

Amelia Carter

Senior Operations Manager | Process Improvement | Team Leadership | Business Transformation

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

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.