

# Charlotte Clark

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## EDUCATION

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### UNIVERSITY OF CALIFORNIA, LOS ANGELES

#### **M.B.A., Full-Time Program**

June 2027

- Director of Operations and Member Experience, Tech Business Association
- Director of Impact Consulting, Social Impact Professional Club
- Director of the Health and Wellness Vertical, Anderson Venture Capital Impact Partners

### UNIVERSITY OF SOUTHERN CALIFORNIA

#### **B.A. International Relations and Minor in French**

December 2020

### UNIVERSITY OF CALIFORNIA, LOS ANGELES

#### **The Full Stack Coding Bootcamp Certificate at UCLA Extension**

December 2021

## WORK EXPERIENCE

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### HITACHI SOLUTIONS

Seattle, WA

#### **Senior Advisory Consultant**

March 2022 – June 2025

- Facilitated Design Thinking workshops with executives and cross-functional teams to align business strategy with user-centric product solutions, shaping enterprise software rollouts and driving innovation
- Directed enterprise-wide User Acceptance Testing (UAT) with cross-functional business and IT teams, refining software functionality and interface, enhancing usability, and scaling adoption across global operations
- Optimized business process flows across manufacturing, insurance, retail, healthcare, and financial services, delivering strategic recommendations that enhanced operational efficiency and reduced costs enterprise-wide
- Designed and conducted AI transformation workshops to identify and prioritize AI use cases, increasing employee productivity, improving user experience, and enabling clients' long-term digital strategies and innovation
- Established governance frameworks to streamline compliance and efficiency for enterprise system adoption
- Defined and prioritized product backlogs, acceptance criteria, and test cases to guide agile teams, ensuring delivery aligned with digital transformation goals and user requirements

### PYLES AND ASSOCIATES

Los Angeles, CA

#### **Marketing Manager and Business Development Associate**

January 2020 - March 2022

- Led development and execution of marketing strategy to strengthen brand presence, increase client acquisition, and align campaigns with broader organizational growth goals and support expansion of two additional locations
- Designed, launched, and maintained the company's website as a primary marketing and communication channel by incorporating iterative executive feedback and usability testing for improved performance and consistent messaging
- Developed marketing collateral that articulated value propositions for prospective clients and partners
- Built and executed digital content strategy that expanded YouTube and Instagram audiences from launch to 2,400+ and 650+ followers, respectively, and developed a brand playbook scaled across a 10-member team
- Coordinated cross-functional marketing team meetings, setting timelines and deliverables to ensure campaign execution was on schedule, managing projects from an online course to educational videos and blog content

### PYLES AND ASSOCIATES

Los Angeles, CA

#### **Senior Therapist**

March 2019 - March 2022

- Directed monthly evaluations and trainings with behavior technicians utilizing behavior skills training methodology
- Implemented behavioral support plans and monitored client progress and development on verbal and behavioral skills
- Onboarded and trained all hired behavior technicians on ABA principles and client-specific behavior support plans

## ADDITIONAL

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- Certifications: Certified Scrum Product Owner (CSPO), Microsoft Certified CRM (MB910), Microsoft Certified ERP (MB920), Microsoft Certified Azure Fundamentals (AZ900), AI Fundamentals (AI900), Certified Scrum Master, Management Excellence & Lean Six Sigma - Green Belt
- Volunteer: Board Member of Marge Christensen Gould Memorial Scholarship Foundation (Jan 2024 – Present), Fundraising for rare cancer research with Memorial Sloane Kettering (raised over \$600k from Aug 2022 – Present), Native wildlife replanting across Los Angeles (Jan 2025 – Present), Riordan Fellow Mentor (Aug 2025 – Present)
- Skills: Stakeholder Management, Design Thinking, Scrum Methodology, Product Roadmapping, Change Management
- Interests: Marathons (of both the running and Star Wars movie variety), traveling the world and updating my airport snack leaderboard, and reading 50 books a year, with a soft spot for global history & development