

ANA VICTORIA PÉREZ

Operations · Customer Operations · Process Improvement · Applied AI

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PROFESSIONAL SUMMARY

Operations and customer-facing professional with 18 years of experience, including 13 in high-demand urban mobility and service operations. I have managed incidents, coordinated time-sensitive services, reorganised resources and maintained continuity when the initial plan failed. In 2026 I expanded that foundation into process improvement, automation and applied AI, designing four independent digital systems.

PROFESSIONAL EXPERIENCE

Urban Mobility & Taxi Operations · Various Operators Customer Service & Operations Coordination

Alicante, Spain · 2013-2026

- Managed time-sensitive services and incidents in real time, reorganising schedules, pickup points, capacity and priorities to maintain continuity.
- Coordinated alternatives with hotels, private transport companies, roadside assistance and other operators when the original plan failed.
- Organised group pickups and airport transfers, distributing demand across multiple vehicles and adjusting operations as circumstances changed.
- Among other extraordinary incidents, coordinated the relocation by taxi of approximately 50 passengers affected by a collective transport disruption without neglecting regular operations.
- Resolved booking errors, missed reservations, breakdowns, stranded passengers and last-minute changes while making autonomous decisions under pressure.
- Communicated with domestic and international customers, including English-speaking clients, with a focus on clarity, continuity and resolution.

Retail, Hospitality & Service Roles · Various Employers Customer-facing service

Alicante, Spain · 2008-2013

- Continuous frontline experience across customer service, teamwork and high-season demand.

OPERATIONS & DIGITAL SYSTEMS · INDEPENDENT PROJECTS · 2026

Business LAB · Product & operations system Product & Operational Design · Automation · Implementation

businesslb.netlify.app

- Took a service line from idea to live operation: offer, pricing, funnel, payments, intake, analytics and documentation.
- Designed Make + AI workflows that turn fragmented inputs into briefs, decisions and next actions.
- A pre-launch audit found a missing payment route and resulted in an eight-point corrective specification.

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OPERATIONS & DIGITAL SYSTEMS · INDEPENDENT PROJECTS · CONTINUED

STUDY_OS · Adaptive Study Operating System Product Engineering · Functional Architecture · QA & Governance

- Defined product principles, functional requirements, architecture and validation criteria for an adaptive study operating system.
- Structured STAGING/PRODUCTION with Supabase/PostgreSQL, RLS, versioned migrations, GitHub/CI and integration, RLS and E2E suites.
- Later integration introduced Planner + Learning Engine and the HOY / LEARN / CHECK / FIN flow; a verified Phase 4B checkpoint reached 696/696 integration tests passing.

AQUO · Digital wellbeing product Product Engineering · Product Design · AI-Assisted Development

aquo.health

- Defined functional structure, modules, user journeys, documentation and product decisions from zero.
- A deliberate safety test surfaced five silent failures and led to five mandatory checks for future releases.
- AI-assisted implementation and automation with Make, Supabase and generative tools while keeping human review in the loop.

NADIE · Invisible Exclusion Risk Analyst System Design · Responsible AI · Testing & Validation

nadie-ia.netlify.app

- Designed an original risk taxonomy, evidence schema and abstention protocol with mandatory human review.
- Built a working pipeline with deterministic checks: 177 automated tests passing and 7 end-to-end suites.
- Kept an explicit separation between observation, inference and conclusion to prevent unsupported claims.

EDUCATION & TRAINING

Digital Transformation for SMEs Final project: 10/10

EOI · 2026

Smart Marketing with AI Final project: 10/10

Centro San Valero · 2026 · 50 h

AI Workflow Optimisation

Turisme Comunitat Valenciana /
Aula Directa · 2026

Additional 2026 training: Microsoft Copilot productivity, business communication, branding, marketing, digital business and SaaS finance, based on available certificates.

CORE SKILLS

Customer Operations: customer service · follow-up · incidents · service quality · communication.

Operations: coordination · prioritisation · continuity · resource reorganisation · resolution under pressure.

Process & Digital: documentation · workflow mapping · process improvement · no-code automation · applied AI.

TOOLS

Make · ChatGPT · Claude · Supabase · PostgreSQL · GitHub · Vercel · Notion · Google Workspace · Forms & Sheets · Webhooks · Canva · GA4.

LANGUAGES

Spanish: native.

Valencian: high / near-native, spoken and written.

English: functional intermediate; professional conversation and written communication.

AVAILABILITY

Immediate · remote or hybrid · open to relocation for the right professional opportunity.

Portfolio: ana-victoria-operations.netlify.app