

ANA VICTORIA PÉREZ

Product Operations · Implementation · Process Improvement · Applied AI

Alicante, Spain · +34 602 185 977 · aquoapp@gmail.com · [linkedin.com/in/ana-victoria-2096623b3](https://www.linkedin.com/in/ana-victoria-2096623b3) · ana-victoria-operations.netlify.app

PROFESSIONAL SUMMARY

Product Operations and Implementation professional with 18 years of experience, including 13 in high-demand service operations. In 2026 I transferred that operational judgement into four independent digital products and systems, working across needs definition, requirements, documentation, prioritisation, automation, QA and validation. I turn ambiguous work and recurring failures into clear, executable and verifiable processes.

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.
- 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.

PRODUCT OPERATIONS · INDEPENDENT PROJECTS · 2026

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.

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PRODUCT OPERATIONS · INDEPENDENT PROJECTS · CONTINUED

Business LAB · Product & operations system

businesslb.netlify.app

Product & Operational Design · Automation · Implementation

- 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.

AQUO · Digital wellbeing product

aquo.health

Product Engineering · Product Design · AI-Assisted Development

- 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

nadie-ia.netlify.app

System Design · Responsible AI · Testing & Validation

- 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

EOI · 2026

Final project: 10/10

Smart Marketing with AI

Centro San Valero · 2026 · 50 h

Final project: 10/10

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

Product Operations: requirements · documentation · prioritisation · user journeys · feedback · QA · validation.
Implementation: process mapping · automation · Make · Supabase · webhooks · deployment · follow-up.
Operational Judgement: coordination · continuity · incident resolution · decisions with incomplete information.

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