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EXECUTIVE BRIEF

OCTOBER 2026

OPERATIONS · CUSTOMER OPERATIONS · PROCESS IMPROVEMENT · APPLIED AI

I keep service moving when the plan fails and turn operational experience into better

13 years managing incidents, customers, resources and time-sensitive decisions. In 2026 I transferred that judgement into digital systems, automation and process improvement.

18	13	4	696/696
years of professional experience	years in service and urban mobility operations	independent digital systems built	integration tests · Phase 4B checkpoint

OPERATIONS & CUSTOMER · EVIDENCE

Business LAB

businesslb.netlify.app · commercial product / operation

Service line taken from idea to operation: offer, pricing, funnel, payment routes, intake, automation, documentation and analytics.

EVIDENCE

A pre-launch audit found a missing payment route and resulted in an eight-point corrective specification.

STUDY_OS

adaptive study system · product engineering

Product built from zero with governed architecture, separate staging and production environments, and a technical foundation designed for continuity and traceability.

EVIDENCE

Supabase/PostgreSQL + RLS, protected GitHub main, CI, versioned migrations and integration/RLS/E2E suites. A verified Phase 4B checkpoint reached 696/696 integration tests passing.

AQUO

aquo.health · digital wellbeing product

Daily wellbeing platform with 112 database tables, per-user data isolation and 50+ modules.

EVIDENCE

Defined functional structure, modules, journeys, documentation and product decisions. A deliberate safety test surfaced five silent failures and led to five mandatory release checks.

NADIE

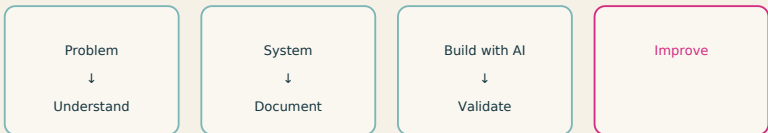
nadie-ia.netlify.app · responsible AI

Deterministic digital-exclusion risk analyser with an original taxonomy, abstention protocol, human review and deterministic controls.

EVIDENCE

177 automated tests passing + 7 end-to-end suites; a control blocks release if the product claims anything it cannot demonstrate.

HOW I WORK



A relevant failure does not end with a fix: it should leave behind a test, control, specification, documentation or improvement that reduces recurrence.

WHERE I FIT

Operations · Customer Operations · Back Office · Support · Process Improvement · Implementation · Service Operations.

TECHNICAL FOCUS

Customer service · coordination · incidents · continuity · prioritisation · documentation · process improvement · no-code automation.

Available immediately · remote or hybrid

4 PRODUCTS · AI-ASSISTED

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product → system → build → validate