

Ana Victoria Pérez

EXECUTIVE BRIEF

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PRODUCT OPERATIONS · IMPLEMENTATION · PROCESS IMPROVEMENT · APPLIED AI

I turn ambiguous needs into clear, executable and verifiable systems.

I connect operations, product and execution: documenting needs, structuring processes, prioritising, automating and validating. I bring 13 years of operational judgement from real-world service environments.

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

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.

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.

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

Product Operations · Implementation · AI Operations · Process Improvement · Digital Projects · Customer Operations.

TECHNICAL FOCUS

Requirements · documentation · prioritisation · processes · automation · QA · Supabase · Make · validation · continuous improvement.

Available immediately · remote or hybrid

4 PRODUCTS · AI-ASSISTED

aquoapp@gmail.com · linkedin.com/in/ana-victoria-2096623b3
ana-victoria-operations.netlify.app

product → system → build → validate