

OPERATIONS · PRODUCT · APPLIED AI

I turn complex work into clear systems.

I connect real-world operational experience, product thinking and AI-assisted implementation to reduce friction, structure processes and turn problems into verifiable systems.

18 years of professional experience	13 years in urban mobility and service operations	4 independent digital systems	177 + 7 tests + end-to-end suites in NADIE
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SELECTED PROJECTS

Products and systems built from real problems.

FLAGSHIP PRODUCT · 01

AQUO - daily wellbeing, finally with context

Digital product bringing together signals such as water, sleep, energy, cycle, nutrition, mood and routines to add context to daily patterns.

- Digital product
- Product operations
- Automation
- User context

✓ Defined structure, modules, journeys, documentation and product decisions from zero.

✓ A deliberate safety-layer test surfaced five silent failures and resulted in five mandatory checks per release.

RESPONSIBLE AI · 02

NADIE - Invisible Exclusion Risk Analyst

Local-first deterministic system for detecting friction and exclusion in digital journeys, with an original taxonomy, abstention protocol and human review.

Status: technical beta; no real pilots, synthetic scenarios only.

✓ 177 automated tests passing + 7 end-to-end suites.

✓ A control blocks publication if the product makes a claim it cannot demonstrate.

Ana Victoria Pérez

Operations · Product Operations · Product Engineering · Applied AI

SELECTED PROJECTS · CONTINUED

PRODUCT ENGINEERING · 03

STUDY_OS - adaptive study operating system

System built from zero to plan, execute and adapt study with continuity, traceability and recovery when a session fails.

Supabase

RLS

GitHub / CI

Testing

- ✓ Governed architecture with separate STAGING and PRODUCTION environments and versioned migrations.
- ✓ Supabase/PostgreSQL with RLS, protected GitHub main and CI with 9 checks in the verified technical foundation.
- ✓ Separate integration, RLS and E2E suites; AI accelerates implementation while verifiable controls govern the result.
- ✓ Principles: evidence before assumptions, adaptation without punishment, Mastery ≠ Exam Readiness and auditable planning.

OPERATIONS SYSTEM · 04

Business LAB - turning messy work into execution

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

- ✓ Designed repeatable Make + AI workflows to turn fragmented inputs into briefs, decisions and next actions.
- ✓ A funnel audit found a missing payment route before launch and resulted in an eight-point corrective specification.

REAL-WORLD OPERATIONS

Operational judgement built under pressure

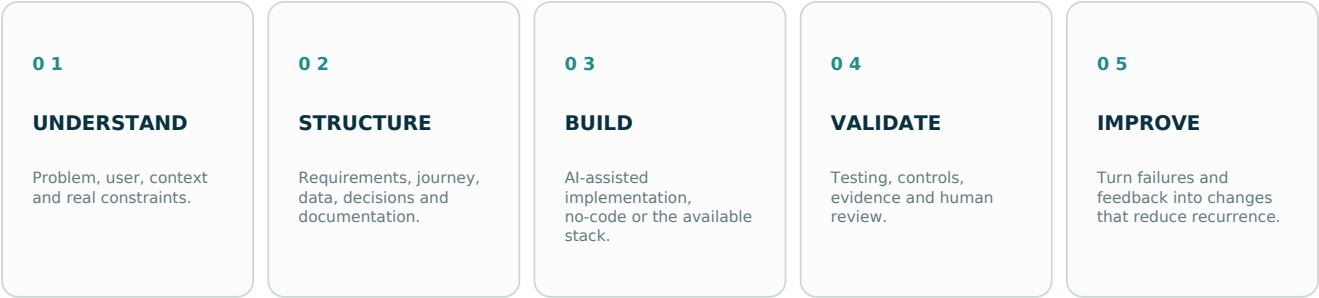
For 13 years I worked in urban mobility across different operators. I coordinated services, groups and pickups, resolved incidents in real time and reorganised operations when bookings, transport or initial plans failed.

- ✓ Coordination with hotels, private transport companies, roadside assistance and other operators.
- ✓ Organisation of groups, pickups and airport transfers, distributing demand across multiple vehicles.
- ✓ Resolution of last-minute changes, booking errors and breakdowns with service continuity as the priority.

HOW I WORK

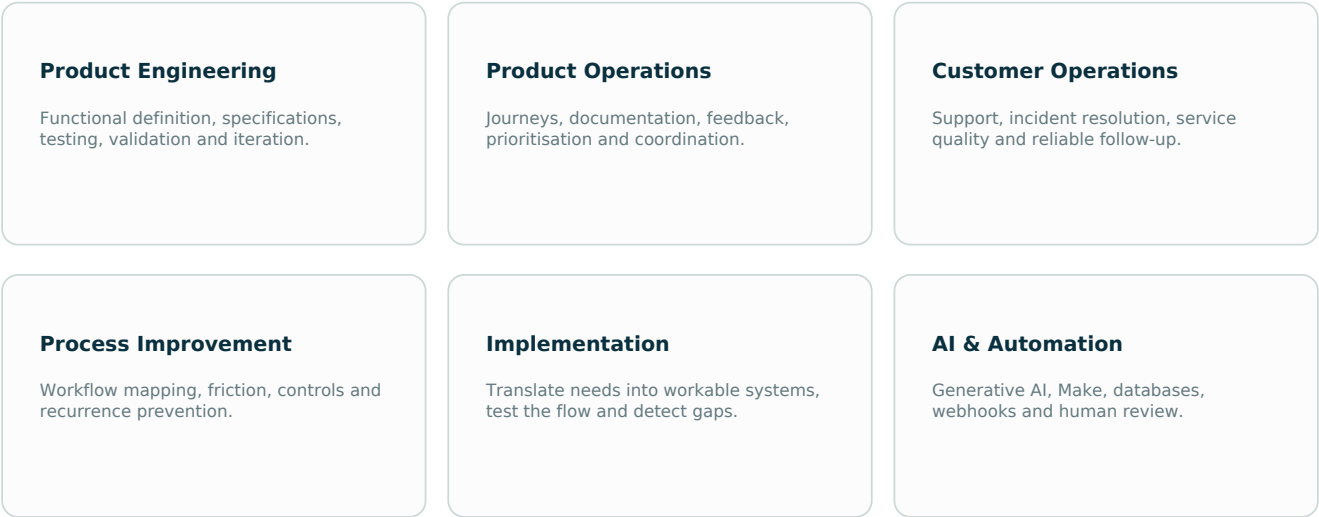
From problem to system: how I work.

I do not start with a tool. I start with the need, document what is known, turn ambiguity into decisions and leave controls that make the result verifiable.



CAPABILITIES

Where I add value.



TOOLS

Make · ChatGPT · Claude · Supabase/PostgreSQL · GitHub · CI · RLS · Notion · Google Workspace · Webhooks · Canva · GA4 · Vercel · Netlify

POSITIONING

An unconventional path. A very clear thread.

“When work is busy, unclear or important, I bring order, judgement and continuity.”

18 years of professional experience, including 13 in service operations. In 2026 I expanded that foundation into digital product, Product Engineering, applied AI and no-code automation. My value lies in understanding the problem, structuring it, documenting it, building with the right tools and verifying the result.

EVIDENCE

Evidence before confidence

Do not turn inference into fact.
Contextualise metrics and actual status.

AUTOMATION

Automation with judgement

AI accelerates; people remain
accountable for quality and decisions.

DOCUMENTATION

Clarity is operational

Useful documentation changes
execution and reduces reliance on
memory.

Need someone who can turn ambiguity into reliable execution?

Available for Junior Product Engineering, Product Operations, Implementation, AI Operations, Process Improvement, Customer Operations and AI-enabled operations opportunities.

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