

Abbie Abanes Operations Manager | AI Training & Process Design

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SUMMARY

Operations leader with 5+ years building QA/QC systems, SLA infrastructure, and process automation for AI-native SaaS startups, including hands-on implementation for enterprise clients with complex approval structures and high transaction volume. Scaled and managed ops functions from 2 to 20+ people while sustaining 99% SLA fulfillment, and improved AI training data accuracy from 80% to 95%. Comfortable owning ambiguous problems end to end, without an existing playbook.

WORK EXPERIENCE

Operations & Workflow Consultant | Independent Consulting, Remote 11/2025 - Present

- Directed operations consulting engagements, choosing between fixing a broken manual process directly or building the lightweight tool that replaces it based on business need.
- Architected and shipped an end-to-end ops platform for a design-build studio, replacing six disconnected spreadsheets across billing, tracking, and approvals.
- Migrated all real project data with 100% accuracy, verified line by line, and delivered a working MVP solo.
- Owned the full engagement, from client discovery and scoping through delivery, with no team or existing playbook to work from.

Product Manager, AI-Powered AP Automation (for OpenEnvoy) | Remote Philippines, Inc. 03/2022 - 12/2024

- Ran client discovery and configured each enterprise customer's instance from scratch: gathering vendor lists, setting up vendor matching, GL code mapping, and standard capture fields for organizations with complex approval workflows and high transaction volume.
- Built custom fields for client-specific needs (ex.: handwritten invoice capture), then routed expected capture behavior to engineering when document processing underperformed.
- Trained clients directly, primarily AP controllers and business transformation heads and managers, on their configured instance.
- Directed a human-in-the-loop AI training pipeline, combining model output, human annotation, and a QA validation layer to produce clean training data.
- Built the QA/QC process and annotation guidelines from scratch, then scaled and refined them as error patterns emerged, improving training data accuracy from 80% to 95%.
- Overhauled support operations by building HubSpot workflows for intake routing, SLA tracking, and escalation, replacing a fully manual, undocumented process.
- Directed the full onboarding lifecycle from requirements to go-live up to post-onboarding and built playbooks that scaled the function without adding headcount.

Operations Manager, Onboarding Operations Manager | Expedock 09/2020 - 02/2022

- Built the ops function from zero alongside the Co-founder and COO, scaling and managing the teams from 2 to 20+ people while sustaining 99% SLA fulfillment.
- Ran client discovery and configured each customer's document capture setup from scratch, mapping their specific freight document types, shipment fields, and data structures before annotation began.
- Built custom fields and annotation rules for client-specific document formats that didn't fit standard capture, then routed expected capture behavior to engineering when accuracy fell short.
- Built Metabase SQL dashboards on my own initiative to replace fragmented spreadsheet tracking, covering throughput, time-to-completion, and SLA/quota attainment.

Account Executive | Risegain International Trading 07/2019 - 09/2020

- Managed 20+ B2B accounts across feed manufacturing and importers, covering logistics coordination, regulatory compliance, and pipeline development through cold outreach.

SKILLS

Process and Workflow: SOP design, QA/QC systems, SLA tracking, client onboarding & implementation, onboarding design, HubSpot workflows, Zapier

Build (when the fix is a tool): SQL, Metabase, Webflow, WordPress, n8n, AI-directed development (Claude)

Additional Tools and Systems: Salesforce, NetSuite, SAP, Dynamics 365, Cargowise, Airtable, Notion, Jira, ClickUp, Linear, Figma, HTML/CSS familiarity, wireframing, v0/Lovable

EDUCATION

B.S. Agricultural Biotechnology, University of the Philippines Los Baños 2015 - 2018

Philippine Science High School (DOST) 2011 - 2015

Languages: English & Tagalog (Proficient), Cebuano (Native)