IGOR ALVES DOS SANTOS

OPERATIONS & AI DELIVERY LEADER | SERVICE DELIVERY & CONTINUOUS IMPROVEMENT

Dublin, Ireland | a2sigor@gmail.com | EU Citizen | igorads.com

PROFESSIONAL PROFILE

Operations and AI delivery leader with 5+ years of experience managing high-volume services, developing teams and improving business performance. Currently lead four Team Leaders supporting 60+ reviewers across seven regional operations. Experienced in service delivery, AI operations, workflow automation, quality governance and cross-functional collaboration with Engineering. Delivered a 7% operational quality improvement, helped clear approximately 1,000 cases in three weeks and developed AI-assisted reporting tools that save several hours weekly. BSc (Hons) in Computing, combining technical knowledge with hands-on operational leadership.

CORE EXPERTISE

- Operations & Service Delivery
- Multi-Team Leadership
- Quality Assurance & Governance
- AI Operations & Automation
- KPI & Performance Management
- Cross-Functional Delivery
- Process Improvement
- Stakeholder Management
- Technical Problem-Solving

EDUCATION

BSc (Hons) Computing
National College of Ireland | 2019 - 2023
Capstone: E-commerce platform with payment functionality

TECHNICAL TOOLKIT

Excel | Google Sheets | Salesforce
Tableau | Power BI | Python | SQL
TypeScript | GitHub/GitLab
AI-Assisted Reporting

LANGUAGES

Portuguese: Native
English: Fluent
Spanish: Fluent
Italian: Intermediate

SELECTED IMPACT

60+ reviewers across 7 regional operations | 7% operational quality improvement
~1,000-case backlog cleared in 3 weeks | AI-assisted tools saving several hours weekly | 3 employees developed into Team Leaders within 12 months

PROFESSIONAL EXPERIENCE

Senior Team Leader / Operations Lead

Nov 2023 - Present

Covalen | Dublin, Ireland | Client: Meta

- Lead and mentor four Team Leaders supporting 60+ reviewers across seven regional operations, overseeing service delivery, performance, quality standards, workload priorities and escalations.
- Monitor KPIs, productivity and operational risks, delivering weekly, monthly and quarterly performance reviews and actionable insights to senior stakeholders.
- Improved operational quality by 7% through performance analysis, targeted coaching and continuous process improvement.
- Designed and introduced a structured triage workflow that helped clear approximately 1,000 outstanding cases in three weeks, improving prioritisation and operational efficiency.
- Developed AI-assisted reporting and performance-tracking tools that automated repetitive tasks and saved Team Leaders several hours weekly, while developing three employees into Team Leader roles within 12 months.

Generalist Expert (AI Evaluation) | Independent Contractor

Aug 2026 - Present

Mercor | Remote | Project-based

- Evaluate AI-generated documents, presentations and spreadsheets in English and Portuguese, identifying inaccuracies and providing structured feedback against defined quality standards.
- Assess AI outputs for accuracy, consistency, formatting and instruction adherence, identifying recurring issues and opportunities to improve reliability.
- Completed hands-on agentic AI training, creating and running an AI agent while analysing execution workflows, event flows and results.

Generative AI Operations Specialist / Acting Team Lead

May 2023 - Nov 2023

Covalen | Dublin, Ireland | Remote | Client: Meta

- Supervised approximately 20 generative AI operations specialists, coordinating daily workflows, quality standards, technical investigations and issue resolution.
- Standardised quality checks, operational procedures and documentation as the wider programme expanded from fewer than 20 to more than 200 specialists, supporting consistent delivery and effective onboarding.
- Used GitHub/GitLab, TypeScript and SQL to investigate technical issues, review code changes and verify fixes, collaborating with Engineering to improve operational workflows.

Senior Legal Operations Analyst | Global Escalations

Sep 2021 - May 2023

Covalen | Dublin, Ireland | Remote | Client: Meta

- Managed complex security, account and platform escalations, coordinating resolutions with Engineering, Legal and Finance.
- Investigated unauthorised access, verification failures and platform restrictions, identifying root causes, assessing risks and determining appropriate resolution paths.
- Supported programme growth from five to 30 specialists through onboarding, quality governance, performance reporting and process documentation.

Portuguese Market Specialist / Operations Analyst

Nov 2020 - Sep 2021

Covalen | Dublin, Ireland | Client: Meta

- Investigated high-volume policy and account issues, progressing into an auditing role within four months and developing onboarding and quality guidance for regional teams.
- Managed cases through ticketing systems, maintaining quality standards, meeting turnaround targets and supporting consistent service delivery.