IGOR ALVES DOS SANTOS

AI OPERATIONS & TECHNICAL OPERATIONS LEAD

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

PROFESSIONAL PROFILE

Technical operations leader with 5+ years of experience across technical support, Generative AI, engineering delivery and service operations, including 3+ years leading teams. Coordinate and mentor 4 Team Leaders supporting 60+ reviewers across seven regional operations. Hands-on background in incident management, troubleshooting, Git-based workflows, TypeScript, SQL/MySQL, CI/CD and AWS, with strong experience in automation, data reporting and senior stakeholder communication. BSc (Hons) in Computing.

CORE EXPERTISE

- AI Operations & LLM Evaluation
- AI Workflow Automation
- Root Cause Analysis & Process Improvement
- Technical Support & Incident Management
- Engineering Delivery & CI/CD Workflows
- Team Leadership & Coaching
- Technical Program & Service Delivery
- Data Analysis, KPI & Capacity Planning
- Executive Stakeholder Management

EDUCATION

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

TECHNICAL TOOLKIT

Git | GitHub | GitLab | VS Code | AWS | CI/CD | TypeScript | JavaScript | React JS | SQL/MySQL | Python | Salesforce | Tableau | Power BI | GSD | Ticketing Systems | Google Workspace

LANGUAGES

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

SELECTED IMPACT

7% quality improvement across 200+ analysts | 70% AHT reduction in 2 weeks
Supported AI operations growth from <20 to 200+ specialists | Cleared ~1,000-case backlog in 3 weeks through a new triage model

PROFESSIONAL EXPERIENCE

Senior Team Leader / Operations Lead
Nov 2023 - Present

Covalen | Dublin, Ireland | Client: Meta

- Coordinate and mentor 4 Team Leaders supporting 60+ reviewers across 7 regional operations, with responsibility for delivery, quality, capacity, escalations and performance support.
- Built Google Sheets and AI-assisted workflows for WBR/MBR reporting, performance reviews, on-call rotation, absence tracking and quality monitoring, adopted by other teams and saving several hours of manual work each week.
- Lead incident triage and root cause analysis for internal tools, access, workflow, backend/data, failed-action and account-security issues, resolving issues directly where possible and escalating to Engineering when needed.
- Designed regional controls for absence, low performance and operational risk using GSD, Salesforce, Tableau/Power BI and ticketing workflows, improving visibility and accountability across EU delivery.
- Present WBRs, MBRs and QBRs to client and senior stakeholders, translating KPI, risk and capacity trends into actions, developed 3 Team Leader candidates in the last 12 months, all successfully promoted into leadership roles.
- Drove a 7% quality improvement and reduced AHT by 70% in under one month through targeted performance support and process changes.

Generalist Expert (AI Evaluation) | Independent Contractor
Aug 2026 - Present

Mercor | Remote | Project-based

- Review AI-generated documents, presentations and spreadsheets in English and Portuguese against detailed quality guidelines, correct issues, and provide structured feedback and quality ratings.
- Completed hands-on agentic AI training through Mercor, creating and running an AI agent and reviewing its event flow and execution results.

Generative AI Operations Specialist / Acting Team Lead
May 2023 - Nov 2023

Covalen | Dublin, Ireland | Remote | Client: Meta

- During project ramp-up, worked hands-on with GitHub/GitLab, reviewing and merging pull requests, pushing code, debugging TypeScript, updating SQL/MySQL data, monitoring CI/CD pipelines and validating fixes after deployment, later supervised specialists performing the same work.
- Partnered with engineers to triage defects, raise backend requests and engineering tickets, monitor pipeline health and validate fixes while leading ~20 specialists.
- Reviewed LLM outputs for accuracy, hallucinations and code quality, documented recurring issues and helped standardize quality checks as the AI operation grew from <20 to 200+ specialists.

Senior Legal Operations Analyst | Global Escalations
Sep 2021 - May 2023

Covalen | Dublin, Ireland | Remote | Client: Meta

- Resolved high-impact technical, security and account-integrity escalations across Meta products, partnering with Engineering, Legal and Finance and using case data to improve monitoring and escalation controls.
- Investigated compromised accounts, unauthorized access, verification failures, platform restrictions and judicial requests, determining resolution paths and coordinating cross-functional escalation.
- Helped scale an early-stage programme from 5 to 30 specialists through onboarding, quality governance, reporting and process documentation.

Portuguese Market Specialist / Operations Analyst
Nov 2020 - Sep 2021

Covalen | Dublin, Ireland | Client: Meta

- Investigated policy and account issues, became an auditor within 4 months, and created onboarding and quality guidance adopted by regional teams.
- Used case-management and ticketing systems to resolve high-volume market issues within quality and turnaround targets.