

LUIS POLIAS.

OPERATIONS · AUTOMATION · INTERNAL TOOLS — REMOTE-FIRST
poliasluis00@gmail.com +63 945 492 9892 github.com/Luis-GHP Philippines (Remote)

01 PROFILE

Operations specialist who uses AI tooling to do the work of a small team. Four years across workflow design, systems integration, and cross-team coordination — now building production internal tools with agentic coding tools, shipping automation a company this size would otherwise need dedicated engineers for. Comfortable owning a system end to end, from the first scenario to the live integration.

02 EXPERIENCE

Operations Specialist

DEC 2024 - AUG 2026 · REMOTE

ASCEND

- Manage 125 Make.com scenarios powering company-wide operations workflows
- Build and ship internal tools using agentic coding tools (Claude Code, Codex), now in use across the team
- Built a WhatsApp connector syncing live client group chats into the internal AI assistant for real-time context
- Developed a Python OTP automation tool combining Gmail API, WhatsApp API, and Claude for message classification
- Led a WhatsApp brand migration across 1,293 client groups during the FlyFlat to Ascend rebrand
- Built and documented an SLA tracking system for a WhatsApp/CRM integration

Operations Support

MAR 2022 - DEC 2025 · AUSTIN, TX (REMOTE)

UNBOUNDED CAPITAL

- Ran targeted lead generation using advanced search and automation tooling to build high-quality prospect lists
- Researched market trends and identified decision-makers to support outreach planning
- Maintained CRM data integrity across client interactions and pipeline tracking
- Contributed to web development including landing pages, mobile responsiveness, and SEO
- Coordinated internal operations and authored process documentation across core responsibilities

03 SKILLS

AI & AGENTIC TOOLING	Claude Code · Codex · Claude API · context engineering · LLM-based classification
AUTOMATION & INTEGRATION	Make.com · n8n · Google Apps Script · REST APIs · webhooks
DEVELOPMENT	Python · React Native · Expo · Supabase · Firebase
OPERATIONS	CRM management · process documentation · cross-team coordination · business messaging infrastructure

04 EDUCATION

BS Information Technology, Business Analytics
DEAN'S LIST
BATANGAS STATE UNIVERSITY

05 LANGUAGES

English — C1 Advanced (certified)
Filipino — Native