JUSTIN RYAN

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AI WORKFLOW | PRODUCT OPERATIONS | TECHNICAL PROGRAM DELIVERY

Operations and product operator who uses AI to remove real workflow friction rather than to decorate presentations. Built and directed AI-assisted identification, categorization, research, and operational workflows; strongest at problem framing, model/tool selection, human-review design, QA, exception handling, and translating between technical systems and business users.

The value is practical systems judgment: define the problem, structure the workflow, direct implementation, test failure cases, and make sure the system is useful in production.

SELECTED EXPERIENCE

Founder & Operations Architect — Tangle Trove | 2020–Present | Remote

- Designed AI-assisted identification and categorization workflows maintaining approximately **99.5% accuracy across 5,000+ items** while reducing manual processing by roughly **75%**.
- Built repeatable intake → identification → research → review → listing/fulfillment workflows with human approval for consequential exceptions.
- Operate the surrounding ecommerce system at roughly **$50K annual revenue scale**, so automation is judged against actual customer, inventory, and fulfillment outcomes rather than demo quality.

Product Owner — Score (iOS/watchOS) | 2026–Present

- Directing a privacy-first reseller finance app (Swift, SwiftUI, SwiftData, CloudKit) through App Store resubmission.
- Translate user needs into product requirements, workflow specifications, acceptance criteria, QA cases, and release-oriented execution.
- Work hands-on with LLM tools, APIs, automation platforms, prompt/model behavior, and code-reading/debugging workflows; direct implementation through written specs, acceptance criteria, and QA.
- Design for supervised execution: explicit human review, failure handling, state visibility, and resumable workflows instead of blind autonomous actions.

Regional Director of Operations — Avenor (independent software company) | 2025–Present | Remote

- Operate in a software environment spanning **35+ countries and roughly 180 simultaneous implementations**.
- Standardized handoffs, operating visibility, and escalation workflows contributing to approximately **25% lower regional overhead**.
- Bring the same systems approach to automation initiatives: clear inputs, outputs, owners, exception paths, and evidence of completion.

B2B Sales & Account Lead — T-Mobile | 2014–2021

- Managed **100+ business accounts**, approximately **20% annual growth**, and **Lowest Account Turnover three consecutive years**—grounding technical work in customer behavior and business outcomes.

CORE STRENGTHS

AI-Assisted Workflow Design • Product Operations • Human-in-the-Loop Systems • Prompt/Model QA • Automation • Requirements • Acceptance Criteria • Exception Handling • Customer Operations • Process Design • Cross-Functional Translation

EDUCATION

Associate Degree in History — Santa Monica College, Completed

Bachelor of Liberal Studies with Management Minor — University of Maine at Presque Isle, In Progress