

Stephanie Feliciano

AI Product Operations Specialist

New York City Metropolitan Area • Open to Remote Nationwide • NYC/NJ Hybrid or On-Site

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PROFESSIONAL SUMMARY

AI product operations professional with 11+ years coordinating high-volume, high-stakes workflows and 2+ years supporting AI-native product execution. Coordinates feature launches across product, engineering, and data teams; runs data and model-evaluation workflows; builds reusable LLM-assisted processes; and converts user feedback into roadmap priorities and adoption insights. Experienced in remote-first and regulated environments.

CORE SKILLS

AI & Product Operations: Feature Launch Coordination, LLM and Prompt Workflows, Model Output Evaluation, Data Curation, Labeling QA, User Feedback Synthesis

Program Delivery: Cross-Functional Project Management, Roadmap Support, SOP Development, Vendor and Contractor Management, Support Escalations

Tools & Analytics: Notion, Linear/Jira, Slack, Zendesk/Intercom, Excel/Google Sheets, Dashboards and Metrics, SQL Foundations

EXPERIENCE

AI Product Operations Specialist

2024 - Present

Quincy Labs

Remote

- Run product operations for an AI-native product, coordinating feature launches across product, engineering, and data teams while keeping releases on schedule.
- Own data and model-evaluation workflows: curate datasets, manage labeling vendors, and QA model outputs to improve answer quality and reduce errors.
- Build LLM-assisted internal workflows and prompt libraries that reduce manual task time and standardize repeatable processes.
- Synthesize user feedback and support escalations into prioritized product insights, partnering with product managers to inform the roadmap and track adoption metrics.

Logistics Manager

2023 - 2024

4ES Lighting LLC

- Managed end-to-end logistics for lighting product lines, overseeing inbound and outbound shipments and inventory accuracy.
- Reduced fulfillment delays by standardizing carrier scheduling and tracking while coordinating daily across sales, warehouse, and vendor teams.

Logistics Coordinator

2019 - 2023

Stryker - Fortune 500 Medical Devices

Remote

- Coordinated high-volume, time-sensitive medical-device logistics in a regulated, compliance-driven environment.
- Tracked and expedited orders while maintaining accuracy and collaborating remotely across multiple sites to resolve supply issues.

ADDITIONAL EXPERIENCE

Logistics Coordinator, Hall Logistics

2015 - 2019

Freight coordination, carrier relationships, scheduling, documentation, and daily shipment issue resolution.

Sales Specialist, Prestige Auto Marketing Group

2009 - 2014

Five-year client-facing sales role focused on relationship building and consistent target attainment.

EDUCATION

Union College

2017 - 2020

Associate's Degree, Business Administration and Management