

MARIA TERESA OLEA

AI Operations Specialist | Creative Fulfillment & Operations

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Portfolio: tessaolea.vercel.app/toolkit • linkedin.com/in/tessaolea

PROFESSIONAL SUMMARY

Operations professional with 10+ years across creator operations, project coordination, data processing, and IT. I run end-to-end creator fulfillment, then build the tools that take the repetitive work out of it: Apps Script and Make automations, live-data web apps connected to Monday.com, Google Drive, Gmail and Slack, and Claude-powered assistants with a human review step, shipped through GitHub and Vercel. Ten tools built and in use, from briefing and status tracking to QC handoffs, creator ratings and payment cycles. IT background (BS IT, 8 years teaching programming) means I can scope a problem, build the fix, and keep it maintained.

CORE COMPETENCIES

AI-Assisted Workflow Design • Workflow Automation • Creator Operations & Management • Project Coordination • Workflow & SLA Management • Platform Integration (APIs) • Escalation Management • Process Improvement • Technical Support

AI TOOLS & AUTOMATIONS

Personal projects built to run creator collaborations end to end. Sample-data previews at tessaolea.vercel.app/toolkit.

Collab Digest – live Monday.com view, refreshed every 5 minutes, that sorts each person's open collabs into Needs you, Due today, Late, Waiting on client, and Stuck; drafts creator messages with Claude. Used daily by a 4-person department, each on their own account; expanding to the partnerships team.

Creator Rating Desk – Claude proposes evidence-backed scores from a collab thread; all scores editable, saved to a shared team log.

Creator Message Desk – drafts per-creator briefs, revision requests, and deadline nudges; tracks who has been contacted.

Video Finder – live Google Drive search by client, language, and version, with bulk link copying.

Monthly Performance Review – reusable 13-slide report with every percentage recomputed from raw counts; caught errors in the original deck.

Spark Ads Invoice Tracker – counts days live against the 30-day payout rule, moves videos to invoice-ready, exports Finance lists to Google Sheets.

Invoice Reminder Desk – cleans a raw invoice export and generates one consolidated reminder per creator per pay cycle.

Creator Script Copier – Apps Script web app that creates and names up to 40 script docs per run, with duplicate guard and retry.

Platform Alert Notifier – Apps Script that turns collaboration-platform emails into Slack DMs, built free instead of on a paid automation tool.

QC Handoff Automation – Make scenario that reads each deliverable-submission email, finds the matching Monday.com item on the production board, and moves it to QC. Every run ends in a Slack DM: confirmation on success, the item and link to check when it can't move.

PROFESSIONAL EXPERIENCE

CONTENTJET — Creative Fulfillment Specialist

January 2026 – Present

- Own the post-approval creator fulfillment pipeline from activation through content upload and handoff to editing.
- Manage creator contracting, payment and compliance requirements, availability, deadlines, and activation readiness.
- Translate client briefs into creator-ready instructions covering scripts, tone, required shots, technical standards, compliance, and production risks.
- Coordinate creator logistics and shipping, converting product arrival dates into filming and delivery commitments while flagging delays early.
- Manage SLA-driven creator follow-ups and escalations to prevent missed deadlines, production delays, and idle cases.

- Rate creators across reliability, responsiveness, quality, compliance, and product handling; flag candidates for promotion, retraining, or replacement.
- Designed and built AI-assisted tools and automations for status tracking, creator messaging, QC handoffs, ratings, and payment cycles, replacing manual board searches and hand-counted spreadsheets.
- Built **Collab Digest**, a live Monday.com status digest used daily across the 4-person CFS team and being extended to partnerships (case study: tessaolea.vercel.app/collab-digest).
- Built **Creator Message Desk**, a Claude tool that reads a creator thread and drafts the next brief, revision or nudge from what was said (case study: tessaolea.vercel.app/message-desk).
- Built **Creator Rating Desk**, which turns collab threads into evidence-backed creator ratings in a shared team log (case study: tessaolea.vercel.app/rating-desk).
- Automated the submission-to-QC handoff in **Make**: each deliverable submission now moves its production item to QC without a manual board update, with a Slack fallback so failures never go unnoticed.

CONTENTJET — Project Coordinator / Operations Assistant

2024 – 2025

- Oversaw on-time delivery of videos, scripts, translations, and other creative assets in line with internal quality standards.
- Tracked daily progress across recording, editing, uploading, client approvals, and revisions.
- Acted as the communication link between clients and internal teams for project setup, task assignments, and follow-through.
- Met weekly with creative directors, editors, and partnership managers to clear roadblocks and keep workflows moving.

STI COLLEGE BALAYAN, INC. — IT Manager / IT Instructor

June 2016 – June 2024

- Managed the IT Department, keeping IT facilities and computer laboratories available and functioning.
- Taught Java OOP, HTML/CSS, JavaScript, C#, and SQL database management.
- Provided technical support to students and faculty across laboratory resources.
- Advised IT Capstone Projects (transaction processing systems, educational games, other software) and served as Lead Panelist, evaluating module completeness and accuracy.

AG MARKETING FLORIDA — Processing Analyst

2020 – 2024

- Compiled data from multiple processor websites into Google Sheets and maintained accurate records.
- Processed refunds, chargebacks, and billing through CRM systems following established procedures; prepared daily summary reports.
- Uploaded and organized files across cloud storage platforms to support operational workflows.

TOOLS & TECHNOLOGY

AI & Automation: Claude, ChatGPT, Make, Google Apps Script, scheduled AI tasks

Integrations: Monday.com API, Google Drive API, Gmail, Slack API, Google Sheets, webhooks/mailhooks

Deployment & Data: GitHub, Vercel, Netlify, Cloudflare, Supabase

Programming: JavaScript, HTML/CSS, Java (OOP), C#, SQL, Regex

Project & Productivity: Monday.com, Slack, Google Workspace, Microsoft Office, Canva

EDUCATION

Bachelor of Science in Information Technology — STI College Balayan

2013 – 2016

Diploma in Information Technology — STI College Balayan

2011 – 2013