



ANGELICA G.D. STRAWN

Operations Manager

agdstrawn@gmail.com | [LinkedIn](#)

PROFESSIONAL SUMMARY

Operations professional with 10+ years of experience across marketing, advertising, and creative production, including 4 years leading cross-functional teams in BPO and startup environments. Proven track record of streamlining workflows, strengthening SLAs, and driving measurable quality improvements. Skilled in research coordination, stakeholder management, resource forecasting, and process automation. Adept at translating strategic goals into operational execution.

WORK EXPERIENCE

Research Program / Operations Manager (Fully Remote)

iiAI, Inc. — Healthcare AI Startup, Research Triangle Park, NC (Remote) | Feb 2026 – Apr 2026

- Coordinate research timelines, milestones, and cross-team dependencies across product, AI, clinical, and operations workstreams for an early-stage healthcare AI company building compassionate, AI-enabled aging-in-place infrastructure.
- Support pilot preparation, dry runs, and execution logistics, tracking deliverables to maintain clarity between exploratory work and validated findings.
- Own end-to-end research documentation, version control, and audit-trail organization, ensuring protocols, meeting notes, decisions, and change logs are consistent and accessible.
- Prepare materials for advisor review, internal validation sessions, and future publication readiness, maintaining rigorous documentation standards across all research outputs.
- Coordinate schedules and materials for external advisors spanning clinical, AI, and go-to-market domains, tracking feedback and action items to resolution.
- Support early institutional and research partner interactions, facilitating relationship-building efforts critical to pilot success.
- Serve as operational connective tissue between the CEO/Head of Research, COO, and execution teams, supporting weekly status tracking and surfacing risks, gaps, or timeline issues early.

Engagement Manager / Subject Matter Expert - Design (Fully Remote)

WideOut Workforces Inc. | Oct 2023 – Dec 2025

- Direct end-to-end creative operations for multi-client accounts, managing task delivery, resource allocation, and stakeholder communications to consistently meet 100% of SLA targets.
- Resolve high-priority escalations—including rush requests, production errors, and critical project issues—reducing client-reported incidents and safeguarding uninterrupted service continuity.
- Partner with Business Intelligence to develop data-driven forecasts and strategic recommendations, contributing to measurable gains in client satisfaction and operational throughput.
- Mentor high-potential team members through structured development plans and succession pipelines, improving retention rates across the creative operations team.
- Manage POC success metrics and gather performance data for discussions with the Customer Success Manager, maintaining productive stakeholder relationships at every level.
- Identify growth opportunities sourced from client conversations and translate them into actionable initiatives aligned with agreed-upon measures of success.
- Coordinate cross-functional quality improvement initiatives, ensuring progressive expertise levels across teams and collaborating with data-driven units to review and update performance benchmarks.

Knowledge & Process Lead (Fully Remote)

WideOut Workforces Inc. | Nov 2022 – Oct 2023

- Standardized workflow documentation and process SOPs across accounts, enabling consistent on-time delivery and reducing onboarding ramp-up time for new team members.
- Supervised team scheduling and workload distribution, optimizing resource utilization and strengthening adherence to Service Level Agreements.
- Analyzed, validated, and recommended work estimates and benchmarks for SLA negotiations, ensuring realistic and achievable commitments.
- Served as primary liaison for client expectations and technical escalations, directly contributing to improved account health metrics and stakeholder confidence.
- Created and coordinated quality improvement initiatives while producing periodic reports on account and team performance, identifying opportunities for operational efficiency gains.

Creative Lead (Fully Remote)

WideOut Workforces Inc. | May 2022 – Nov 2022

- Managed full project lifecycles from scoping and planning through final delivery, coordinating cross-functional resources to ensure on-time, high-quality output across concurrent workstreams.
- Created and supervised work schedules, ensuring team members were adequately equipped and resourced to perform at target productivity and quality levels.
- Built and maintained quality control frameworks and comprehensive process documentation, driving continuous improvement initiatives across the creative team.
- Learned all aspects of clients' businesses to proactively manage expectations, applying company core values while delivering periodic performance reports to stakeholders.
- Deployed headcount to new and existing accounts as needed, balancing capacity planning with client demand and business priorities.

Senior Multimedia Designer

WeTViflix (formerly iflixPH) | Jun 2020 – Mar 2022

- Created animated sequences using Adobe After Effects, Photoshop, Illustrator, and Cinema 4D Lite for streaming platform campaigns and promotional content.
- Collaborated directly with producers to execute creative materials from client briefs, selecting appropriate graphic and animation styles for each project.
- Designed and executed layouts for newsletters, posters, thumbnails, and motion graphic project concepts, including storyboard assistance when required.
- Encoded and converted video assets, adding effects and elements to enhance motion graphics while ensuring brand consistency across all deliverables.
- Stayed current with advancements in animation technology, techniques, and contemporary production design trends, extending creative support to adjacent departments as needed.

Motion Graphic Designer

iflixPH (now WeTViflix) | May 2018 – Jun 2020

- Produced motion graphics for short-form and long-form video content using Adobe After Effects, Photoshop, and Illustrator, delivering animated sequences aligned with platform branding.
- Provided online editing services for video materials, ensuring polished final output across multiple content formats and distribution channels.

Motion Graphic Artist

CNN Philippines | Nov 2016 – May 2018

- Designed high-quality motion graphics, transitions, and lower thirds for CNN show promos, hype reels, and on-air segments, maintaining strict compliance with CNN branding and visual style guidelines.

- Reported to the Creative Director and Senior Motion Graphic Artist for quality review, ensuring all output met broadcast-ready production standards.
- Collaborated with the creative team to brainstorm and execute dynamic animations, and worked closely with producers to create motion graphic elements for show promotions.
- Tracked down and secured production assets—fonts, stock images, sound effects, and animation templates—to ensure seamless, on-schedule delivery.

Graphitor (Graphic Artist / Video Editor)

Solar Entertainment Corporation | Nov 2015 – Nov 2016

- Implemented visually engaging animations for on-air promotions, brand sizzles, interstitials, and slates across the entertainment network's programming lineup.
- Created colorful logo plays for monthly rotating logo reveals and designed dynamic print assets for broadcast bumpers.
- Worked directly with producers to create video materials and collaborated with designers across teams to fulfill creative requirements, including logos, posters, thumbnails, and animated logo plays.

CERTIFICATIONS

- **Administrative Professional Foundations**
- **Workato Certified** — Automation Pro I–III, Advanced Data Transformations, Gen AI, RecipeOps, and Process Automation Modules
- **Agile Foundations**
- **Product Management Series** — Roadmap, Strategy, and Launch
- **Adobe Creative Educator** — Levels I & II
- **Diploma in Design Thinking** — Alison.com, 2022
- **Instructional Design Principles to Create Successful E-Learning Courses** — Alison.com, 2023
- **Supervision Skills – Managing Groups and Employee Interaction** — Alison.com, 2022

CORE SKILLS

Automation & Systems: Workato Automation Pro I–III • Workflow Design • RecipeOps • Data Integrations • Process Automation • Gen AI for Workflows

Project & Operations Management: Agile Methodologies • Process Optimization • Resource Forecasting • Stakeholder Communication • Strategic Planning • Cross-Functional Leadership • SLA Management • Research Coordination

Design & Learning: Adobe Creative Suite (Photoshop, Illustrator, After Effects, InDesign, Premiere Pro) • Cinema 4D Lite • Visual Communication • Instructional Design • E-Learning Course Development • Design Thinking

Professional & Administrative: Operational Excellence • Reporting & Documentation • Performance Analysis • Team Supervision • Employee Enablement • Client Relationship Management