

Jazmin P. Flores

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SUMMARY

AI Product Operations professional (Model Evaluation & Client Enablement) embedded with engineering team to move AI products from alpha to GA. Validate AI agent outputs, reproduce failures, surface error patterns, and translate client feedback into prioritized tickets and release decisions. Build sources of truth and operational infrastructure to scale human review post-alpha (SOPs, enablement, QA/audits). Guiding the broader transition of our human-powered workforce from traditional workflows into a post-AI operating model.

SKILLS & TOOLS

Evaluation & Ops: model output validation, error analysis, QA/audit sampling, SOPs, workforce enablement • Cross-functional: client requirements translation, stakeholder management, Eng/PM/TPM collaboration, prioritization • Tools: Linear, Triger, Retool, SQL, Excel/Sheets, PowerPoint.

EXPERIENCE

Woflow Inc

New York City, NY

Feb 2025–Apr 2026

AI Product Operations Associate

- Validated AI agent outputs end-to-end in an alpha environment; reproduced failures, documented edge cases, and delivered actionable feedback to Engineering/ML to improve model decisions.
- Diagnosed error patterns and maintained an issue log; created clear, prioritized Linear tickets and partnered with PM/TPM/Engineering on release readiness and implementation tradeoffs.
- Translated client feedback and process documentation into training examples, acceptance criteria, and sources of truth (guidelines/rubrics) to improve model training using customer data.
- Produced weekly reporting and maintained 10+ dashboards tracking quality, throughput, trends, and post-launch regressions.
- Built operational infrastructure to scale human review post-alpha, including onboarding materials, SOPs, QA checks/audit sampling, and escalation pathways.
- Delivered bi-weekly business review presentations to client stakeholders including DoorDash, highlighting volume trends, quality metrics, and analysis of key data outliers.

Wells Fargo Corporate & Investment Banking

New York City, NY

May 2022–Jul 2024

Investment Banking Analyst

- Assisted in the restructuring of public market obligations for a major municipality by optimizing debt profile, resulting in roughly \$1M in annual savings.
- Conducted comprehensive debt analyses for major cities, combined utilities and energy clients, private-public partnerships, and healthcare entities to identify refunding opportunities, public market structuring options, and derivative alternatives.
- Developed presentation materials, formal proposals to external requests for underwriting services, and multiple forms of marketing materials including market news reports and financing memos.
- Developed a database mapping progressive client outreach efforts and market opportunities.
- Supported execution of municipal bond financings for Wells Fargo's general infrastructure clients including public senior managed transactions for a multi-million cultural arts bond issuance by serving as the lead support for all compliance, deal processing, legal, and internal regulatory compliance procedures, and co-piloting financial models.
- Designed client facing presentations based on preliminary outlines distributed by senior bankers through embedding financial analyses, linking detailed charts and graphs, creating digital graphics, and utilizing advanced design features on PowerPoint.

Morgan Stanley

Baltimore, MD

Aug 2021–May 2022

Finance Analyst

- Analyzed financial models for global product lines to report daily P&L, market movements, and residual values; partnered with traders/strategists to investigate variances and maintain reporting accuracy.
- Improved data quality across reporting workflows through structured data collection and root-cause investigation of discrepancies between trading-desk systems and data platforms.

EDUCATION

Boston College, B.A. Political Science; Minor in Accounting for Finance & Consulting (May 2021)

CERTIFICATIONS

FINRA: SIE, Series 52, Series 63