Victor G. Jorge

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Summary

Business Operations specializing in building scalable operating systems and predictable delivery engines for high-growth environments. Combines startup agility, corporate structure, and public-sector scale to translate strategy into execution. Proven track record of acting as a strategic partner to leadership, owning end-to-end service delivery, and modeling capacity to align revenue forecasts with operational reality. Drives impact by implementing processes, tools, and cadences that reduce ambiguity, proactively surface risks, and enable teams to scale without burnout.

Work Experience

Business Operations Manager | allUP

allUP - Pre-seed HR Tech startup connecting professionals and companies through video-based hiring and AI-powered matching, enabling data-driven recruiting and more authentic talent connections.

June 2024 – Present

Serve as the business owner for the end-to-end Job Operations lifecycle. Own and ensure the predictability and quality of every role posted, from client intake and job description analysis to platform configuration, ensuring strict adherence to SOPs and client requirements.

- Led the transition from manual to automated workflows, designing and implementing scalable solutions, SOPs, and playbooks that improved accuracy, reduced operational workload, and reduced ambiguity for the team.
- Partner with Product and Leadership teams on data modeling, forecasting, and rollout plans. Translate insights on job performance and candidate conversion into actionable decision support, ensuring new features are operationally realistic and successfully adopted.
- Design and document efficient workflows for new product implementations, aligning cross-functional teams (Sales, Customer Success, Product) to ensure smooth adoption and consistent handoffs, minimizing escalations.
- Proactively identify bottlenecks and systemic risks in the job posting and matching pipeline. Lead continuous improvement initiatives to standardize and optimize operations, directly supporting business scale.

Director | Department of Innovation & Development, City of Ribeirão Preto

Served in the administration of Ribeirão Preto (pop. 700,000), a major economic hub in São Paulo state, responsible for modernizing public service delivery and driving strategic growth through technology and process innovation.
2023 – 2024

- Owned and evolved the city's operating system, recruiting and leading the new department. Designed and implemented standardized processes, tools, workflows, and operating cadences(OKRs, agile rituals) to drive transparency, accountability, and support scale.
- Acted as a strategic partner to senior government leadership, developing and executing the strategic plan. Translated strategic priorities into clear, actionable decision support with KPIs and governance, ensuring plans were operationally realistic.
- Continuously evaluated and improved operational processes across departments. Oversaw the end-to-end implementation of the *Empresa Fácil* SaaS platform, digitizing and automating workflows for thousands of business permits to enable data-driven oversight.
- Drove process improvements and change management initiatives city-wide, including the launch of the *UniVirtual* digital university. Ensured new systems and operating cadences were adopted and sustained to reduce ambiguity and foster innovation.

Lead PM & Product Manager | Bild & Vitta Innovation Lab

Bild & Vitta Innovation Lab – Corporate innovation hub leading digital transformation and SaaS product development to enhance operational efficiency and business scalability across the Group's real estate operations.

2020 – 2023

- Led cross-functional squads in the development of the company's real estate tech (PropTech) SaaS products, managing a portfolio of four digital solutions for construction management, sales, and customer engagement.
- Oversaw roadmap planning, backlog prioritization, and product launches in 10+ branches.
- Developed and executed go-live plans enabling smooth adoption and customer satisfaction.
- Covid-19 Response (LeitosCovid.org): Delivered the city's official hospital monitoring platform during the pandemic.

Senior Consultant | GreenMax Capital (World Bank Project)
New York, 2020 & 2022

- Conducted data collection and analysis for the RISE (Regulatory Indicators for Sustainable Energy) project.
- Delivered reports and presentations to World Bank leadership on Brazil's regulatory framework.

Education & Certifications

- **B.A. in Controllership & Accounting Science** — University of São Paulo (2016 – 2020)
- **Digital Product Leadership** — Tera (2022)
- **Corporate Innovation Program** — Skin Innovations (2022)
- **Data Visualization with Power BI** — Senai (2023)
- **ClickUp:** recognized by the tool as a Power User in 2022

Volunteering

Financial & Administrative Volunteer | RESACA Solidaria, AIESEC
La Plata, Argentina — Jan–Feb 2019

- Managed the NGO's administrative and financial operations, conducting analyses on project viability and supporting budget discussions.
- Contributed to strengthening financial transparency and ensuring the sustainability of community-driven initiatives.

Skills

- **Business Operations & Strategy:** Process optimization, workflow automation, strategic planning, operational scaling
- **Program & Project Management:** Cross-functional leadership, agile methodologies, change management
- **Data & Analytics:** Power BI, Amplitude, Excel advanced, KPI design, business intelligence
- **Platforms & Tools:** Notion, Zapier, Clay LinkedIn Recruiter, SaaS systems, digital product lifecycle
- **AI & Emerging Tech:** ChatGPT, Claude, AI-driven workflow enhancement
- **Languages:** English (Fluent), Portuguese (Native)