

ANU-UJIN ERDENEBAATAR

anuerdene7@gmail.com · +976 86568188
linkedin.com/in/anu-ujin-erdenebaatar
anuujinportfolio.netlify.app · github.com/anuerdene7-source
Ulaanbaatar, Mongolia · Open to Remote (Global)

Operations & Automation Manager · AI Workflow Integration · Internal Tooling · RevOps

SUMMARY

Builds AI-powered automation systems, internal tooling, and data pipelines that eliminate manual work and scale teams without engineering support. At what3words — a global tech scale-up across 193 countries — self-taught Google Apps Script and multiple APIs to automate revenue operations, CRM workflows, and outbound intelligence pipelines. Promoted to Manager within one year and received the company-wide **Make New Mistakes award** (1 of 5 across 4 global offices). Builds side projects in AI, ML, and computer vision to stay ahead of what's possible.

- Reduced 30+ min manual workflows to near-zero across dozens of repetitive ops processes
- Shipped a Claude API chatbot embedded in a live operations dashboard — used by leadership daily
- Automated outbound campaign infrastructure across Instantly + Lemlist for hundreds of sender accounts
- Enabled non-technical teammates to run complex CRM and revenue operations independently

EXPERIENCE

Operations & Automation Manager, Partnerships

what3words Ltd · Remote · Global location tech scale-up (193 countries) · Sep 2024 – Present

- Promoted to Manager within one year; awarded company-wide **Make New Mistakes award** (1 of 5 across 4 global offices).
- **Campaign Intelligence Dashboard (v3, live internally)**: Built a multi-page Google Apps Script web app aggregating data from Instantly API, Lemlist API, Zapier webhooks, and Drive snapshots into one real-time dashboard. Integrated a **Claude API chatbot** that answers operational questions from live campaign data. Reduced cross-referencing from 30+ min to 10 seconds.
- **Instantly Campaign Management Suite**: Built a V1/V2 API integration for bulk sender assignment across hundreds of accounts. Calculator takes campaign size + deadline, computes optimal sender distribution, auto-assigns with TTL caching and exponential backoff. Eliminated weekly manual allocation.
- **Zapier Data Integrity Suite**: Three automations to correct Instantly/Front status mismatches, extract undeliverable emails by error code (5.1.1 etc.) per sender, and cross-check inbound lead sources — feeding into Slack alerts and the intelligence dashboard.
- **Salesforce Weekly Report**: Google Sheets connector to Salesforce; auto-populates plan journey data (upgrades, downgrades, churn) and posts a formatted report to #weekly-report every Monday at 9am. Zero manual input.
- Self-taught Google Apps Script to build a one-click lead file cleaner (validate, deduplicate, standardise), cutting 30+ min per file to near-zero; adopted as team standard.
- Owns full partnerships ops workflow: outbound GTM lead operations, inbound account management, client demos, and technical onboarding.

Digital Marketing Manager

Elementary Japan · Tokyo, Japan · Mar 2019 – Aug 2020

- Managed end-to-end campaigns with measurable outcomes; ran structured A/B experiments to improve performance for small business clients.

Corporate Secretary & Core Member

Global Business Leaders · Beppu, Japan · Startup incubator · Oct 2016 – Mar 2020

- Corporate Secretary for the inaugural Global Business Case Challenge — first international university case competition in Japan. Core member across 5–6 annual events.

SKILLS & TOOLS

Automation & Integration Google Apps Script · Make.com · Zapier · REST APIs · Webhooks · JSON · n8n · API documentation & debugging

Outbound & Lead Intelligence	Instantly (V1+V2 API) · Lemlist · Apollo.io · Clay · Hunter.io · Outscraper · Linkup
CRM & Data	Salesforce · Google Sheets (scripting + connector) · Google Drive API · LookerStudio · Front · Notion
AI & Emerging Tools	Claude API (chatbot integration) · Claude MCP · LLM workflow automation · MediaPipe (hand detection) · TensorFlow.js · Cursor
Communication & Ops	Slack API · Zoom · Canva · Google Workspace (Gmail, Meet, Drive)
Code & Technical	JavaScript · Google Apps Script · HTML/CSS · Python (basic) · Canvas API
Role strengths	Back-office automation · internal tooling · outbound ops infrastructure · AI workflow integration · CRM systems · non-technical team enablement

PERSONAL PROJECTS

ASL Fingerspelling Interpreter — Real-time browser-based hand landmark classifier for A–Z ASL. Built with MediaPipe Tasks Vision and Canvas API. V1 live; V2 will use a trained ML model.

Anime Battle Chess — Fully functional chess engine with minimax AI, 3 difficulty levels, and 5 universe themes (One Piece, Dragon Ball, Naruto, Bleach, WWE). Built as a gift.

Tarot Companion App — In planning — intuition-based practice tool with spread library and life-area card meanings.

CURRENTLY LEARNING

Securiti AI Governance & Security Certificate (in progress) · JavaScript — FreeCodeCamp (in progress) · ISC2 Building AI Strategy Certificate (planned) · SQL fundamentals — LearnSQL.com (planned)

EDUCATION

BSc International Relations: Foreign Affairs — GPA 3.4

Institute of International Relations, Mongolia · 2017–2021

BBA: Innovation and Economics (incomplete)

Ritsumeikan Asia Pacific University, Japan · 2016–2020 · MEXT Scholarship recipient · Won Nano Business Case Challenge

Languages: Mongolian (native) · English (fluent, American accent) · Japanese (conversational)