

# Arnaud Duflot

## Product Operations Specialist

### E-mail

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### Phone

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### Location

Paris, France

Product Operations Specialist with hands-on AI workflow expertise. I identify operational frictions and build the systems that resolve them - from automation scripts to QA frameworks to cross-functional process design. Currently scaling product operations at HelloBible (15k → 140k users in 14 months).



## Hard Skills

### AI & Automation

Claude Code, OpenRouter, Whisper, API integrations

### Product Operations

QA frameworks, release management, backlog, user interviews, Agile, Figma

### Data & Analytics

SQL, BigQuery, GA4, Python, Power BI

### Support & CRM

Zendesk, RevenueCat, macro automation

## Soft Skills

- Bottom-up problem solving
- Cross-functional collaboration
- Strong written communication
- Continuous learning mindset
- Data-driven decision making
- User-centric thinking

## Languages

- French - Native and literary
- English - Fluent (TOEIC)

## Professional Experience

### HelloBible, March 2025 - Present

### Product Operations & Chief of Staff

Right hand to the founder and Operations Director. Recognized by the CTO for efficiency and ownership.

- **AI Workflow Automation** - Built a reverse-engineered translation pipeline for YouVersion reading plans, reducing localization from ~110 hours to ~10 minutes per language, scalable to 50+ languages. Identified and implemented the "Rébubéliion" plan as the catalog backbone after AI-generated plans failed.
- **User Insight System** - Designed a cross-channel listening system (email, Zendesk, WhatsApp beta group, App Store, Play Store) unified by AI into a frequency-ranked report of bugs and feature requests, directly feeding the backlog.
- **Strategic Exposure** - Weekly 1:1 strategy calls in English with Raoul Garcia (serial AI tech founder) and Gravity Jack founders. Represented HelloBible alongside the founder at Missional AI Dallas and a Tech Summit in London.
- **QA & Release Management** - Validated 20+ releases. Built a regression testing framework that reduced post-release bugs. Identified multiple UX improvements adopted in the app.
- **Customer Support Ops** - Solo owner of support across all channels. Resolved 3,200+ tickets. Macro library covering 80% of recurring cases. Integrated Zendesk x RevenueCat via n8n for instant premium user identification.
- **KPI Strategy & Automations** - Defined and owned KPIs across 5 platforms (GA, Mixpanel, RevenueCat, App Store, Play Store). Built n8n + Google Script automations: review collection from stores, internal expense tracking by department, KPI collection in progress.
- **Specs & Partnerships** - Wrote bug tickets and product specs reviewed by leadership. Conducted user interviews translated into actionable specs. Negotiated content access with strategic partners (e.g. dramatized Bible version).
- **Delivery Cycle Optimization** - Cut delivery time via 3 levers: AI-assisted spec clarity, regression test dashboards, right-sized testing volume per staging environment.
- **Personal AI Tooling** - Built two Telegram bots used daily on the job: a second-brain bot (MemPalace + Whisper + Claude API) for instant recall, and a satellite bot (RSS + scraping + Deepseek API) for staying ahead on AI/tech trends.

## Broke And Abroad, Paris, France | March 2024 - September 2024

*Chief of Staff, Product Manager & Product Owner (Reporting to CEO)*

Travel-tech startup helping global travelers find deals, connect, and travel safer.

- **Product QA & Continuous Improvement** - Designed and ran the test framework across 5 product initiatives (multi-platform travel deals search, traveler social network, AI chatbot, group savings, travel insurance). Identified bugs and proposed UX improvements implemented by the dev team.
- **Tech Coordination** - Daily standup facilitator coordinating 5 developers (on-site + offshore). Validated by CTO as performing "at senior level despite being a junior."
- **SEO Blog** - Coordinated production and publishing of SEO articles; reported on traffic and performance.
- **B2B Sales (30% of role)** - Owned end-to-end sales cycle for advertising and affiliate partnerships: prospecting, client meetings, proposal writing under CEO validation.
- **Fundraising Support** - Contributed to investor materials supporting a €100k pre-seed round led by Farrel Williams.
- **External Representation** - Represented the company at tourism trade shows and ambassador-hosted events (Luxembourg, Tanzania) in Paris.
- **Operations & Reporting** - Tracked KPIs across Google Analytics and Stripe.

## Gozem (African ride-hailing & fintech super-app), Cotonou, Benin | May 2023 - August 2023

*Data Scientist - Data Team*

Built a customer churn prediction model to identify at-risk users for retention strategy.

- **Customer Churn Model** - Designed and optimized a logistic regression model in Python to predict churn risk, reaching ~87% AUC after iterative tuning.
- **Data Pipeline** - Queried and engineered features from production data using BigQuery and SQL.
- **Cross-Functional Discovery** - Met with business stakeholders to translate retention concerns into model requirements.
- **Mid-stage feedback from Head of Data** - validated quality of progress and learning velocity.

**Stack:** Python, SQL, BigQuery, Google Colab, Excel.

## Education

### Rennes School of Business

**Master of Science in Financial Data Intelligence**, Specialization in Fintech

Thesis: Studying the impact of blockchain to reduce poverty using data science and data analysis

**Grande Ecole Program - Master in Management**, Specialization in Market Finance and FinTech

### Lycée Gambetta-Carnot

Preparatory Classes for Economic and Commercial Grandes Ecoles

## Interests

Christian faith and ministry • Long-form walking and swimming • Continuous tech & AI watch via custom tooling