

Irah Denise Gappe

irahdenisegappe25@gmail.com · +63 927 473 0405 · Manila, Philippines

Hi,

I'm applying for the Business Operations Lead role. Bringing structure, accountability, and execution to a growing business is the work I've been doing for the past 6+ years.

At two digital marketing agencies, I worked directly with both founders and was responsible for how each business ran day to day. I now lead tech and project delivery at an agency, where every project has an owner, a deadline, and a status leadership can see at a glance. Meeting notes become tracked action items, and decisions get written down so nothing agreed gets lost.

I also build the systems that keep things running. I've delivered 100+ CRM and workflow systems, each documented as an SOP so the team can run it without me. I handle invoicing and records in Xero and QuickBooks, and I use AI tools every day to cut repetitive admin work.

I'm proactive, comfortable with ambiguity, and happiest when I'm handed an outcome rather than a task list. I'd love to help your founder spend less time chasing work and more time growing the business.

Kind regards,

Irah Denise Gappe