

Agelius Garetta

Product Operations Manager at StickEarn

+62 812 11 999 624 | ageliusg@gmail.com | [linkedin.com/in/ageliusg](https://www.linkedin.com/in/ageliusg)

Background

A Product Operations Manager at StickEarn (Advertising Technology Company) with a Bachelor's Degree in Information Systems from Bina Nusantara University, achieving a GPA of 3.24. Possesses internship experience as a Website Developer at Telkom Indonesia.

Technical Skills

- Product Management
 - Product Development
 - Product Marketing
 - Business Development
 - Incident Handling
 - Customer-Focused Service
-

Work Experience

Product Operations Manager

StickEarn (January 2025 - Current)

- Develop and maintain business continuity protocols and standards, including pre- and post-crisis documentation such as post-mortem reports.
- Managed crisis and incidents through mitigation, investigation, customer communication, and evaluation, in collaboration with Engineering, Product, Operations, and other relevant stakeholders.
- Investigated, prioritized, and resolved issues, bugs, and misconfigurations, either by fixing them directly or escalating them to relevant stakeholders.
- Supported Product and Engineering teams in resolving product issues by identifying root causes, reproducing bugs, checking logs, and testing bug fixes as needed.
- Identified and drove improvement initiatives through new or refined procedures, tools, and projects to increase efficiency.
- Collaborated closely with Product, Engineering, and other stakeholders to manage end-to-end integration with aggregators and other partners.
- Managed, mentored, and allocated work to subordinates.

Product Owner

StickEarn (April 2023 - January 2025)

- Defined and created Business Requirement Documents (BRD) & Product Requirement Documents (PRDs).
- Conduct market research and competitive analysis to identify opportunities for

innovation.

- Collaborate closely with engineering teams to define technical requirements and ensure successful product delivery.
- Develop and maintain product roadmaps, balancing business goals with technical feasibility.
- Define and track Objective Key Results (OKRs) to measure product success.
- Led the product development lifecycle, from ideation to launch and post-launch optimization.

Associate Product Manager

StickEarn (January 2023 - April 2023)

- Engage in product discovery to develop and iterate MVPs, leveraging available data, user research.
 - Prioritize and build features based on business impact and expected growth.
 - Translate customer and operational needs, along with regulatory constraints, into product requirements for the product team.
 - Lead and collaborate with engineers to build, release, measure, review, and improve products.
 - Understood key product metrics and operational OKRs, and analyzed data to provide actionable recommendations for overall metric improvement.
 - Supports the execution of day-to-day operations, including but not limited to growth/marketing operations, customer support.
-

Education

BINUS University

Bachelor of Information Systems (2017 - 2021)

Achievement

The Most Helpful Employee

StickEarn (December 2023)

Organizations Experience

Supervisor

BINUS Basketball Club (January 2019 - March 2020)