

JOHN JERICO OPERIO

Technical Product Manager | Senior Lead Software Engineer | AI-Enabled Workflows

0451418724 | johnoperio@gmail.com | Sydney, NSW | linkedin.com/in/john-operio | jjodesignhub.com

PROFESSIONAL SUMMARY

Technical Product Manager with 10 years of experience across software engineering, enterprise platforms, AI-enabled workflow automation, developer-adjacent tooling, platform operations, API integrations, and engineering-led delivery. Experienced in owning roadmaps and prioritised backlogs, translating complex technical problems into scalable product outcomes, supporting testing and release readiness, and partnering with engineering, product, support, client and operational stakeholders to drive adoption of practical AI-enabled capabilities.

SKILLS

Technical Product Capabilities: API/webhook integrations, systems design, data flows, functional testing, technical requirements, platform delivery, root-cause analysis, service reliability, technical documentation, solution validation

Product Discovery & Strategy: Customer workflow analysis, user journey mapping, roadmaps, user behaviour signals, operational metrics, root-cause analysis, product performance, data-informed decisions, scope trade-offs

Agile & Team Facilitation: Sprint planning, backlog refinement, stand-ups, reviews, retrospectives, Scrum Master support, Agile coaching, team flow

AI Agents & Automation: AI incident agents, LLM-assisted workflows, workflow automation, product support automation, prompt/workflow design, human-AI collaboration, documentation automation, testing support

AI & Productivity Tools: ChatGPT, Codex, Claude Code, Gemini, Midjourney, Microsoft Teams, Slack, Notion, Trello, HubSpot, JIRA, GitHub, VS Code, Figma, Canva, Photoshop, WordPress, Webflow, Vercel, Wix, Shopify, Vercel, Supabase

PROFESSIONAL EXPERIENCE

Technical Product Specialist | WiseTech Global

2024 - 2026

- Built an agentic AI incident triage workflow using internal MCP servers, reducing repeat incident load by 70% while improving retrieval quality, issue routing and response consistency.
- Developed AI-assisted product delivery workflows for UAT scenario generation, high-level design drafting, product change summaries and customer-safe release guidance.
- Owned roadmaps and prioritised backlogs for CargoWise and platform-wide capabilities, balancing business value, technical feasibility, risk, customer impact and supportability.
- Worked with engineering, support, and customers to clarify requirements, validate behaviours, manage trade-offs, support rollout and improve adoption of platform capabilities.
- Converted incident patterns, customer configuration questions, integration issues and support signals into product metrics, root-cause analysis and backlog-ready improvements.

Senior Lead Software Engineer | Zuellig Pharma Corporation

2020 - 2024

- Led delivery across enterprise procurement, finance, logistics, reporting and API integration workflows, translating operational needs into technical designs and implementation priorities.
- Improved procure-to-pay workflows across approvals, purchase orders, vendor visibility, invoice/payment approval, audit trails and customized reporting.
- Managed and mentored 20+ developers across regional delivery teams, improving sprint execution, implementation quality and clarity between functional teams and engineering.
- Delivered healthcare, procurement and logistics workflow solutions that improved operational efficiency by 70% across purchasing, warehouse tracking, client reporting and vaccine distribution.
- Strengthened audit trails, data visibility, validation flows and reporting accuracy across workflows where reliability, traceability and business adoption mattered.

Senior Software Engineer Consultant | IBM

2019 - 2020

- Mapped enterprise workflow pain points through stakeholder interviews, requirements analysis, user research and process flows, turning manual work into clear technical deliverables.
- Implemented digital forms and automation scripts, reducing processing time by 50% while improving workflow reliability, user experience and documentation clarity.
- Improved invoice workflow efficiency by 40% by clarifying requirements, supporting validation and implementing process changes that reduced manual handling.

Software Engineer | Accenture

2017 - 2019

- Developed SAP enhancements across Sales, Finance and Procurement workflows, including sales documents, invoice processing, purchase orders, reporting, forms and interfaces.
- Created technical specifications, unit test scripts and production fixes while supporting code reviews, system integration testing, upgrades, migrations and stakeholder training.
- Automated sales document processing from hours to minutes and improved transaction reliability by 35% through root-cause fixes and stronger error handling.

SELECTED PRODUCT & CONSULTING EXPERIENCE

Product Owner & Technical Lead | Members-Only eCommerce Marketplace

2023-2024

- Owned concept-to-launch for a members-only nutrition-focused marketplace covering requirements, UI/UX, vendor features, cart/checkout, payment integration, inventory, admin tools and promotions.
- Helped grow the marketplace to 50k+ members by improving purchase journeys, gated member access, product discovery and operational workflows across buyer and admin experiences.
- Supported payment and fulfillment readiness through checkout, inventory, vendor/admin tooling, promotions and post-launch operational support.

Product Owner Consultant | Mineski Global | Contract

2022 - 2023

- Led product discovery, roadmap planning and Agile delivery for an event, ticketing and marketing technology MVP, turning customer workflows into sprint-ready delivery priorities.
- Coordinated developers, designers, marketing and business stakeholders around backlog priorities, third-party API integrations, launch scope and adoption needs.
- Launched the MVP within 3 months and generated \$1M in first-year revenue, validating the new product area and improving organiser, sponsor and attendee workflows.

Digital Business Analyst Consultant | Primer Group | Contract

2023

- Shaped a data-driven retail experience initiative through field research, competitor analysis, stakeholder workshops, wireframes, prototypes and implementation planning.
- Used Google Analytics and product performance analysis to support optimisation decisions that increased retail foot traffic by 60% and sales conversion by 30%.

Product Owner Consultant | Lakpue Drugs Inc. | Contract

2019 - 2021

- Owned discovery and requirements for a cloud-connected health/pharma operations platform across inventory, orders, warehouse, delivery, invoicing, finance, procurement and reporting workflows.
- Mapped as-is and to-be processes, business rules, exception paths and reporting needs, converting fragmented operations into structured backlog items and rollout actions.
- Replaced USB/manual inventory updates with real-time stock, order, sales and finance reporting, reducing visibility delays of up to 3 business days and improving data integrity.

Information Technology Consultant | CIBOLA LABS

2022 - 2023

- Advised on technology strategy, implementation planning, and Web3 product concepts across gaming, blockchain, NFT collectibles, token rewards, wallets, and community tooling.
- Translated early-stage business needs into technical recommendations, prototype direction, developer-ready specifications, and delivery actions for gaming and fan engagement initiatives.
- Supported proposals, partnerships, and service offerings that helped explore new revenue streams beyond traditional esports events.

Multi-Media Designer / Digital Marketing Consultant | SportsPlus

2022 - 2024

- Created graphics, multimedia assets, short-form videos, campaign content, and social media calendars across Facebook, Instagram, TikTok, and YouTube.
- Adapted creative output quickly to fit changing campaign goals, audience needs, platform formats, and live event promotion requirements.
- Helped grow SportsPlus' social media presence by an average of 2,000%, including Facebook from 20k to 450k+ followers and TikTok with 2.7M views.

Forward Deployed Engineer Consultant | Lakpue Drugs Inc. | Contract

2019 - 2021

- Owned product discovery and front-end delivery for a cloud-connected operations platform across inventory, orders, warehouse, delivery, invoicing, finance, procurement and reporting workflows.
- Mapped as-is and to-be processes through live interviews and warehouse discovery, converting fragmented operations into technical requirements, UX flows and rollout actions.
- Replaced USB/manual inventory updates with real-time stock, order, sales and finance reporting, reducing visibility delays of up to 3 business days and improving finance reconciliation.

Founding Technical Consultant | PearlPay | Project

2018

- Supported fintech product planning for SME and rural-bank workflows across loan management and payment gateway experiences, balancing user needs with technical implementation paths.
- Helped define developer-ready specifications for loan application flows from eligibility and document upload through verification, approval, agreement signing and fund disbursement.
- Specified payment gateway flows across order creation, payment session/intent, checkout, webhook receipt, status verification, order update and fulfilment.

Product Owner | Sterling Steel | Payroll & Biometric Attendance System

2018

- Delivered an end-to-end payroll and biometric attendance system covering discovery, stakeholder interviews, hardware/software integration, UI, database/reporting, testing, deployment, and training.
- Automated pen-and-paper payroll using fingerprint biometric scanning and barcode/QR/RFID ID workflows, reducing payroll processing from days to hours.
- Enabled instant attendance reporting, reduced disputes and manual errors, and supported 100+ shift-based employees.

Creative Technology & Digital Portfolio | JJODesignHub.com

- Maintains a public portfolio spanning product development, product design, web design, web development, graphic design, content/social media, photography, video production and digital marketing.

EDUCATION

Bachelor of Science in Computer Science major in Computer Systems Engineering

De La Salle University