

JOHN JERICO OPERIO

Technical Product Manager | 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, Synthesia, Jasper, Microsoft Teams, Slack, Notion, Trello, HubSpot, JIRA, GitHub, VS Code, Figma, Canva, Photoshop, WordPress, Webflow, Vercel, Wix, Shopify

PROFESSIONAL EXPERIENCE

Technical Product Specialist | WiseTech Global

2024 - 2026

- Owned roadmaps and prioritised backlogs for CargoWise WebPrint and platform-wide printing capabilities, translating engineering, support, customer and operational needs into scalable product improvements.
- Designed and delivered an AI-enabled incident handling agent adopted in a production support environment, reducing incident volume by 70% and improving triage speed, response consistency and backlog management.
- Used AI tools to accelerate issue analysis, functional testing support, update notes, high-level design documentation and lightweight product artefacts, improving delivery flow across technical stakeholders.
- Developed AI-powered incident metrics and root-cause signals to identify recurring platform issues, track operational health and convert support patterns into roadmap-ready enhancements.
- Partnered with product, engineering, support, clients and customer-facing teams to clarify requirements, validate technical behaviours, manage scope trade-offs and communicate customer-safe product guidance.

Senior Lead Software Engineer | Zuellig Pharma Corporation

2020 - 2024

- Led discovery, design and implementation of digital workflow solutions for healthcare procurement and logistics, improving operational efficiency by 70% across complex regional operations.
- Translated operational problems into scalable software workflows across e-health programs, COVID-19 vaccine distribution, pharma data tracking and patient-clinician experiences.
- Supported API implementation for marketplace integration, pharma data tracking and patient-clinician workflows, turning technical constraints into practical platform delivery outcomes.
- Collaborated with healthcare, business and technical stakeholders to reduce manual handoffs, improve user experience and support adoption of new digital workflows.
- Designed workflow improvements that increased monitoring, operational visibility and turnaround speed for time-sensitive healthcare and logistics processes across Asia.

Senior Software Engineer Consultant | IBM

2019 - 2020

- Conducted user research, stakeholder interviews, requirements analysis and process mapping to understand operational pain points and support enterprise digital transformation decisions.
- Implemented user-friendly digital forms and automation scripts, reducing processing time by 50% and improving workflow reliability.
- Delivered sales invoice workflow improvements, lifting process efficiency by 40% through clearer requirements, better system support and process change implementation.
- Supported data migration, validation, documentation and stakeholder alignment activities during platform change initiatives.

Software Engineer | Accenture

2017 - 2019

- Prepared technical specifications, automation workflows and user-facing improvements to simplify complex business processes.
- Improved sales documentation workflows, reducing production time from hours to minutes through automation and process design.
- Supported upgrades and migrations, helping teams maintain continuity, reduce delivery risk and manage operational change.

SELECTED PRODUCT & CONSULTING EXPERIENCE

Product Manager Consultant | Mineski Global | Contract

2022 - 2023

- Conducted market, customer and competitor analysis to assess product opportunities, customer needs and commercial risks for a startup product initiative.
- Conceptualised, designed and launched an MVP prototype within 3 months, using market insights, lightweight product artefacts, third-party API integrations and iterative feedback to generate \$1M in first-year revenue.

Information Technology Consultant | CIBOLA LABS

2022 - 2023

- Advised on practical technology improvements, workflow structure and implementation planning.
- Translated business needs into clear technical recommendations and delivery actions.

Digital Business Analyst Consultant | Primer Group of Companies | Contract

2023

- Led a data-driven retail marketing product initiative, increasing foot traffic by 60% and sales conversion by 30%.
- Developed wireframes and prototypes for new digital features through technical analysis, data analytics and UX/UI collaboration.

Multi-Media Designer | SportsPlus

2022 - 2024

- Created digital content, graphics and multimedia assets for social and brand communication.
- Adapted creative output quickly to fit changing campaign, platform and audience needs.

Creative Technology & Digital Portfolio | JJO Design Hub

- 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