

# AGUS SUBAGYO

## PRODUCT MANAGER

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### SUMMARY

As a product manager with over 8 years of experience, I have managed various products including B2C, B2B, B2G, CRM applications, payment applications, sales order management, and authentication services. My background in customer service has provided me with a deep understanding of customer needs and expectations, which I apply in developing effective product strategies and solutions that meet market standards. I possess skills in guiding product development from concept to launch, ensuring that each product is not only innovative but also delivers significant value to users and businesses.

### WORK EXPERIENCE

● <b>Product Manager</b> PT Bhinneka Mentari Dimensi (Bhinneka.com)	April 2016 - Present
● <b>Telesales Outbound Supervisor</b> PT Bhinneka Mentari Dimensi (Bhinneka.com)	Nov 2014 - Aug 2015
● <b>Customer Service &amp; Relation Supervisor</b> PT Bhinneka Mentari Dimensi (Bhinneka.com)	Jan 2014 - Oct 2014
● <b>Customer Service Officer Supervisor</b> PT Bhinneka Mentari Dimensi (Bhinneka.com)	May 2013 - Dec 2013
● <b>Telesales Supervisor</b> PT Bhinneka Mentari Dimensi (Bhinneka.com)	May 2013 - Dec 2013
● <b>Customer Service Officer Supervisor</b> PT Bhinneka Mentari Dimensi (Bhinneka.com)	Jan 2013 - April 2013
● <b>Supervisor Tele Retention</b> PT. Indosat, Tbk - member of Ooredoo Group	Aug 2011 - Dec 2012
● <b>Team Leader Call Center Postpaid Matrix VIP</b> PT. Indosat, Tbk - member of Ooredoo Group	Aug 2009 - July 2011
● <b>Agent Call Center Postpaid Matrix VIP &amp; Blackberry</b> PT. Indosat, Tbk - member of Ooredoo Group	April 2007 - July 2009
● <b>Agent Call Center Postpaid Matrix Reguler</b> PT. Indosat, Tbk - member of Ooredoo Group	Jan 2007 - March 2007

### EDUCATION

<b>D3 Computer Engineering</b> AMIK Bina Sarana Informatika	<b>2002 - 2005</b>
<b>Civil Engineer</b> SMKN 26 Pembangunan Jakarta	<b>1998 - 2002</b>

## ADDITIONAL INFORMATION

- **Technical Skills:** Leadership and Project Management, Product Management, Industry Knowledge, Communication, Technical Skills, Data Analysis
  - **Tools:** Jira, Trello, Asana, Slack, Google Analytics, Mixpanel, Zendesk, UserVoice, Excel
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## RESPONSIBILITIES AS PRODUCT MANAGER

- Gather user requirements and analyze what the real business needs
  - Create a BRD (Business Requirement Document) documentation to map user requirements into workflows with UML Diagrams, design the big picture, and design the mockup UI.
  - Discuss with the development team (designer, developer and QA) to ensure that the design & planning meets the user's needs / requirements.
  - Sort the requirements priority and create the roadmap
  - Present & aligning the development concept and its roadmap to all users & stakeholders.
  - Break down those requirements into more detail and create the development tickets.
  - Doing a grooming session with the development team to explain the requirements, tickets, and timeline so that the development can start immediately.
  - Doing a UAT session after the development is complete.
  - Release the feature to production and support / maintain the product
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## PORTFOLIO PRODUCT

- CF Aronawa (b2b product)
  - CMS Aronawa (b2b internal product)
  - CF bhinneka.com (b2c product)
  - CMS bhinneka.com (b2c internal product)
  - Bluewhale (b2g internal product)
  - Seaotter (Management sales order internal product)
  - Sturgeon (Authentication service)
  - Mackerel (Payment)
  - Customer Relationship Management (CRM) Application
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## REFERENCE

### Anggi Herta Marselin

Former Head of Product Bhinneka.com

Linekdin [linkedin.com/in/anggi-simatupang](https://www.linkedin.com/in/anggi-simatupang)

### Ashar Setiawan

Former Lead of Product Design Bhinneka.com

Linekdin [linkedin.com/in/azhsetiawan](https://www.linkedin.com/in/azhsetiawan)

### Ismu Hasyim

Former Telesales Operation Manager Indosat

Linekdin [linkedin.com/in/ismu-hasyim-8b1398108](https://www.linkedin.com/in/ismu-hasyim-8b1398108)