Jovianne Tjiunardi
Product Analyst | Junior Product Owner | Digital Strategist

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PROFESSIONAL SUMMARY

Recent Monash University graduate (Business & IT) with practical experience in technical documentation, data visualisation, and stakeholder management. Proven track record of bridging the gap between commercial clients and development teams to deliver full-stack web solutions and optimise workflows.

EDUCATION

MONASH UNIVERSITY   **Jun 2022 – Nov 2025**
Bachelor of Business and Bachelor of Information Technology (Double Degree)   **Melbourne, Victoria**
Majors in Busines
Capstone Unit: Served as Lead Business Analyst in a team of 4 to design a full-stack e-commerce website. Delivered comprehensive technical architecture documentation awarded a Distinction grade.
Relevant Coursework: Systems Analysis & Design, Database Management (SQL), Business Intelligence, Data Modelling, Strategic Management, Agile Project Management.

CATHOLIC JUNIOR COLLEGE   **Jan 2019 – Dec 2020**
GCE 'A' Levels   **Singapore**

PRODUCT & TECHNICAL EXPERIENCE

Product Lead & Full-Stack Developer   **Jan 2026 – Present**
pAIve   **Remote**
- Conceptualised and built an AI-powered career navigation platform designed to reduce student career discovery time by approximately 50% through targeted LLM retrieval and roadmap generation.
- Orchestrated the full "Concept-to-Code" lifecycle using AI-assisted workflows (Cursor, Antigravity) to accelerate MVP delivery, demonstrating the ability to manage product requirements and technical implementation simultaneously.
- Developed the frontend and backend architecture using React and Firebase, integrating Large Language Models (LLMs) to provide hyper-personalised career guidance based on user inputs.

Technical Business Analyst   **Jun 2025 – Nov 2025**
Realign Your Life   **Melbourne, Australia**
- Clarified 15+ ambiguous commercial requirements by prioritising tasks and translating them into actionable user stories for developers, directly optimising team workflows.
- Authored a 50+ page Technical User Manual, translating complex backend logic into a user-friendly guide that reduced post-launch support requests by 40%.
- Led User Acceptance Testing (UAT) sessions using design thinking methodologies, identifying and resolving 5 critical logic flaws within two weeks.
- Increased implementation compliance rates from 60% to over 90% by crafting comprehensive documentation for revised operating model processes.
- Streamlined data analysis by leveraging AI tools to automate report generation, reducing manual work by 20 hours per month.

Data Insights Analyst Intern   **Jun 2024 – Aug 2024**
Borderless CS   **Melbourne, Australia**
- Built automated Tableau dashboards to visualise cybersecurity threat vectors, saving the team 8 hours of manual reporting per week.
- Improved threat identification accuracy by 7% by implementing real-time risk exposure data visualisation.
- Reduced fraudulent claims by 22% in the first quarter by developing new fraud detection rules based on

historical data analysis.
- Optimised the customer onboarding process, implementing key changes that improved user adoption rates by 18% within the first quarter.
- Accelerated new hire onboarding by 15% by initiating internal knowledge-sharing sessions on fraud data review best practices.

USER RESEARCH & COMMERCIAL EXPERIENCE

Strategic Market Analysis: S&P 500 & APAC Talent Markets Dec 2025 – Present
- Analysed 30 S&P 500 companies using Glassdoor data to identify top-tier employers in Singapore and Australia with ratings > 4.0.
- Developed a recruitment targeting strategy that pinpointed high-satisfaction organisations, identifying opportunities to significantly increase application success rates.

Algorithmic Content Strategist Jan 2023 – Dec 2025
- Drove 1,000% organic growth by shifting content strategy from intuition-based to evidence-based methods, integrating business insights into metadata algorithms.
- Cultivated partnerships with 15+ venues, developing hyper-local storytelling campaigns that translated viewer engagement into physical foot traffic.

Retail Sales Associate Aug 2024 – Oct 2025
Universal Store Melbourne, Australia
- Contributed to a record revenue hour of AUD 3,000 by analysing peak foot-traffic patterns and dynamically reallocating floor staff.
- Increased Units Per Transaction (UPT) by 0.3 by analysing customer purchasing behaviour and offering targeted product recommendations.

LEADERSHIP & COMMUNITY IMPACT

Event Operations Lead Mar 2024 – Nov 2024
Monash Residential Services Melbourne, Australia
- Managed 25+ student volunteers and logistical planning for 10+ campus events, improving setup time by two hours through optimised scheduling.
- Boosted student satisfaction by 25% by resolving friction points in event transitions and communications.
- Achieved a 20% YoY increase in engagement by collaborating with cross-functional teams to innovate event formats based on attendee feedback.

Student Ambassador Mar 2023 – Aug 2024
Monash University Melbourne, Australia
- Increased enrollment interest by 10% by streamlining the campus tour process and resolving navigational friction points.
- Advised 50+ prospective students daily on academic paths and university projects, fostering informed decision-making.

Community Outreach Volunteer Dec 2025
NUH & TTSH Singapore
- Led festive outreach initiatives, distributing 50 care hampers and organising events to enhance patient morale.

SKILLS

- **Technical Proficiencies:** Python, Java, React (Basic), HTML/CSS, AI-Assisted Coding (Cursor, Claude, Gemini), Firebase.
- **Project Management:** Agile Methodologies, Jira, Confluence, Trello, Miro, User Story Mapping, UAT Coordination.
- **Data Analysis:** SQL, Tableau, Power BI, Predictive Modelling, A/B Testing, Google Analytics.
- **Languages:** Bilingual in English and Mandarin.