

PRESLEY KARLOVIC

CONTACT

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Chester Hill

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EDUCATION

2017 - 2021
UNIVERSITY OF SYDNEY
Bachelor of Computing

- Major in Software Development
- Minor in Japanese Studies

AWARDS & CERTIFICATIONS

- 2025 Rising Star Award Digital IT Awards Torrens University Australia
- Figma Essential Training - LinkedIn Learning Credential

CAREER OBJECTIVE

As a Product Manager that came from a Software Development background, I am passionate about building new features that add business value to the end user.

WORK EXPERIENCE

Product Owner - Student Experience & Support

APRIL 2025 - CURRENT (FULL TIME)

Torrens University Australia

Torrens University Australia (TUA) is a technology first institution focused on personalised, flexible learning. With a catalogue of 80+ digital products across the organisation, the Student Experience & Support stream consists of student focused digital products, such as the Student Information System (SIS) Banner, Syllabus+ (Timetabling), Dynamics 365 CRM, MyeQuals, and Web Room Booker.

- **Product Owner for 6 enterprise platforms** spanning the student experience lifecycle, overseeing **product strategy**, **continuous improvement**, **BAU operations** and cross-functional delivery across diverse student-facing and administrative functions.
- Led the **delivery of work across multiple student facing platforms** to support a key strategic **growth initiative**, enabling a **new stream of student leads and enrolments** through the **Open Universities Australia partnership** and allow TUA to be strongly associated with a nationality reputable and recognised brand.
- Led a **cross-functional migration from a legacy contact centre platform to NICE CXone**, including **Dynamics 365 integration**, across **multiple campuses** and teams. Coordinated **internal technology and business resources**, **vendors** and **stakeholders** through **delivery**, **UAT**, **cutover** and **hypercare**, ensuring operational continuity through the transition.
- Led **requirements analysis**, **coordination**, and **delivery** oversight for the **Syllabus+ database rollover**, collaborating with **timetabling**, **security**, **operations**, **integrations**, and **external vendor teams** to ensure continuity of **critical scheduling services**.
- Analysed operational and student service data to identify pain-points and designed automation opportunities, reducing manual processing of **student email communications** effort by **80%**.
- **Managed multiple engineering and QA teams** across Australia, India and Vietnam.
- **Led P1 Incident Management** across all 6 platforms, coordinating **internal technical teams**, **vendors** and **business stakeholders** to rapidly triage, resolve and communicate critical incidents, minimising disruption to students and university operations.
- Owned the **day-to-day governance and monitoring of SOX controls** across the Student Information System, proactively anticipating **audit evidence requirements**, and identifying control and evidence gaps.

Product Owner

JAN 2025 - APRIL 2025 (FIXED-TERM CONTRACT)

KINESSO

KINESSO is a tech-driven performance agency which creates and maintains **proprietary media software** to the **Federal, WA and ACT Government**. This software includes Central, a hub for campaign briefing, booking information and documents which was translated from a **existing legacy product**.

- Delivered **data migration analysis** and specifications for transitioning core systems from **Postgres to MongoDB**, **improving system performance by 1000% (2s → 200ms).**
- Produced **process flows**, **data models**, and **functional specifications** to support engineering implementation across three core platforms.
- Facilitated **stakeholder workshops**, **discovery sessions**, and **UAT cycles** to validate business outcomes and ensure solution alignment.
- Developed **acceptance criteria** and **test scenarios**, reviewing engineering test cases to ensure coverage against business requirements.
- Managed dependencies and prioritisation across Campaign, Non-Campaign, and Gravity platforms to align delivery with business priorities.
- Leveraged **Figma** to design and prototype new features and user experiences, translating complex business requirements into intuitive, user-centred solutions.



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SKILLS

- Data Product Ownership
- Data Product Strategy & Roadmap
- Product Backlog Management & Prioritisation
- Data Governance & Management
- Data Quality, Integrity & Reconciliation
- Data Ownership & Stewardship
- Data Modelling & Data Flows
- SQL & Data Analysis
- Data Validation & Reconciliation Testing
- Data Privacy, Security & Compliance
- Regulatory Requirements & Compliance
- Business Requirements & User Needs Analysis
- Requirements Gathering
- User Stories & Acceptance Criteria
- Data Products & Analytics Delivery
- Agile & Hybrid Delivery Methodologies
- Cross-Functional Team Collaboration
- Systems Integration
- Risk, Issue & Dependency Management
- Data Risk Assessment & Prioritisation
- Business Rules & Decision Management
- User Acceptance Testing (UAT)
- Production Readiness & Verification
- Data Quality Metrics & Performance Monitoring
- Stakeholder Engagement & Influencing

WORK EXPERIENCE

Product Manager
The King's School

OCT 2024 - DEC 2024 (CONTRACT)

The King's School has provided private education to students from preschool to high school across **3 campuses** in NSW for the last **109 years.** As a part of a major digital transformation project, a digital mark book to record all student results and compliance reporting is planned to be implemented in Salesforce.

- Led the implementation of the **agile development framework from the ground up** for a team with no prior technical experience, enhancing productivity and project delivery accuracy.
- Led as a **JIRA advocate** and domain expert to streamline **project tracking**, **task management**, and **external/internal team collaboration** for a large scale software project.
- Created **technical documentation** on the school's current **Salesforce ecosystem** to define integration requirements for the digital mark book.
- Conducted detailed **requirements gathering sessions**, working closely with stakeholders in the education space to define project goals and ensure alignment with compliance standards.
- Created comprehensive **Request for Quote** (**RFQ**), **Request for Information** (**RFI**), and **Request for Proposal** (**RFP**) documentation.
- Led presentations of project details to potential vendors to ensure alignment with business objectives.

Product Manager
Spriggy

APRIL 2024 - SEPT 2024 (REDUNDANCY)

Spriggy provides a SaaS solution for school canteens, uniform shops and P&C groups to receive orders from parents. As one of the leading apps for canteen orders, we have over **~10% of the market** with nearly **700 schools**, over **90k orders a day**.

- Led the **migration of 150k+ existing users from a previous payment provider to Stripe** to **decrease operating costs by 43%.**
- **Prioritised customer needs** to define quarterly planning for the Spriggy Schools team.
- Worked as a part of a **cross functional team** with Design, Marketing and Legal teams to ship new features such as a 'Frequently Ordered' category in the canteen menu, and multi-day reorder.
- Effectively managed stakeholders such as **customer success**, **sales**, **product managers**, and **engineering** to drive solutions.
- Regularly **conducted market, competitor, and cost-benefit analysis** with a product management and technical lens.
- Defined and implemented an **Incident Response Management process** for the product from scratch which **reduced time to fix by 25%.**

Associate Product Manager
MediaOcean

JUNE 2022 - APRIL 2024 (FULL-TIME)

MediaOcean provides an **enterprise resource planning finance solution** 'Ignitia' for media and creative agencies to manage billing and payments across vendor relationships, and offers complex accounting tools and reporting.

- Led a **go-to-market strategy** for Indonesia, an **untapped market for the product** which **increased market share by 5%.**
- **Worked with overseas and domestic Product Managers and Engineering teams** to understand requirements needed for the changing advertising landscape.
- Delivered requirements including custom billing calendar, UX improvements to the WIP dashboard and Accruals dashboard to **enter the US market** and **increase user base by 500 new users.**
- Managed enterprise **B2B product backlog**, **prioritise features**, and **roadmap items** to align with **business goals** and **customer needs.**
- Wrote and **published** monthly **release notes** for each product deployment.
- Presented **product demos** to existing and prospective customers, which resulted in **1 new media agency onboarded**.



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WORK EXPERIENCE

Junior Full Stack Engineer

DEC 2021 - JUNE 2022
(FULL TIME)

MediaOcean

- Worked in an **Agile team** to deliver high-quality code using the **.Net framework** and **AngularJS**.
- Designed comprehensive **test cases** for **manual** and **automated testing.**
- Worked closely with **Product** and other **Engineering teams** to deliver products, drive technical discussions and provide innovative solutions.