Alvina Atmadja

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Product-focused professional with 5+ years of experience driving operational excellence, cross-functional collaboration, and technical problem-solving. Strong record of identifying user pain points, leading strategic initiatives, and delivering data-driven insights. Seeking to leverage expertise in user operations and technical support for roles in Product Management or Product Operations.

Core Competencies

- **Product & Operations:** User requirements analysis, process optimization, metrics implementation, stakeholder management.
- **Technical Skills:** Python, SQL, JavaScript, C++, data visualization, log analysis, root cause investigation.
- **Leadership:** Cross-functional team collaboration, mentorship, strategic planning, risk management.
- **Tools & Methodologies:** Agile, Jira, Confluence, product lifecycle management, quality management systems.

Professional Experience

Troubleshooting Supervisor

Cruise LLC

MAY 2023 – FEBRUARY 2025, SAN FRANCISCO. CA and SCOTTSDALE, AZ.

- Led identification and quantification of user pain points, translating technical issues into product requirements and feature priorities.
- Established metrics framework for tracking product performance and operational efficiency, resulting in data-driven decision making.
- Managed cross-functional initiatives with Product, Engineering, and Operations teams to prioritize bug fixes and feature enhancements.
- Developed comprehensive diagnostic procedures that improved issue resolution time by 30% and enhanced product reliability.
- Created and maintained product documentation to facilitate knowledge transfer and streamline onboarding processes.
- Conducted in-depth root cause analysis through log review to identify recurring issues, influencing product roadmap decisions.
- Led strategic discussions with leadership on process improvements and alignment of team goals with product objectives.

Troubleshooting Expert

Cruise via Adecco

MAY 2021 – MAY 2023, SAN FRANCISCO, CA.

- Provided systematic analysis and triage for Autonomous Vehicle product issues, gathering critical data to inform product iterations.
- Collaborated with cross-functional teams to validate releases, identify risks, and ensure smooth deployment of new features.
- Developed troubleshooting workflows that improved product quality and reliability.
- Maintained comprehensive technical expertise on AV systems, serving as a bridge between users and product development teams.

Autonomous Vehicle Test Specialist (AVTS)

Cruise via Aerotek

JUNE 2019 – MAY 2021, SAN FRANCISCO, CA.

- Conducted user testing to gather actionable feedback on product performance and user experience.
- Partnered with Operations departments to optimize test methodologies based on product goals and metrics.
- Contributed to product improvement initiatives by systematically documenting and reporting issues.
- Mentored new team members on product testing protocols and quality assurance practices.

Education

Georgia Institute of Technology   **Atlanta, GA**

Bachelor of Science in Computational Media, College of Computing   2012-2015

Additional Qualifications

- Experience with ISO 9001:2015 Quality Management Systems and ISO 26262 Road Vehicles – Functional Safety.
- Strong understanding of product lifecycle management and quality assurance processes.
- Valid U.S. Driver's License with excellent driving record.
- Ability to travel as required by business needs.