

Elga Theresia

Research & Product Management - Human-Centered Design

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ABOUT

4+ years across Indonesia's startup ecosystem, from community building and business development to AI product development and research. Most recently led AI feature development and user research at a mental health startup, designing conversational AI systems and translating requirements into product specifications. Published researcher with grants from Indonesia's Ministry of Higher Education and Sawtooth Software. Currently completing Master's in Information Systems Management (graduating in May 2026).

SKILLS

- **Product Management & Methodologies:** Product Management, Requirements documentation, Agile project management
- **Research & Analysis:** UX Research (qualitative and quantitative), User Research
- **Design & Prototyping Tools:** Adobe XD, Figma, Sketch, Claude, GitHub Copilot
- **AI & Innovation:** Human-Centered AI Design, AI prompt engineering and system instruction design, AI Literacy

EXPERIENCE

Riliv **Sep 2024 - Sep 2025**
Remote work
Product Manager (Academic-Industry Research Collaboration)

Led product development research for AI-enhanced mental health counseling platform serving Indonesian youth. Managed cross-functional collaboration between psychologists, engineers, and business stakeholders to design and validate AI features that balance clinical safety with user accessibility.

- Conducted mix-method user research (qualitative interviews with 19 participants, quantitative surveys with over 200 respondents) to validate AI features and inform product decisions.
- Developed product requirements documents (BRDs and PRDs) translating complex clinical requirements into technical specifications for engineering teams.
- Leveraged AI literacy to design conversational AI system instructions and prompts for pre-session intake, defining tone and boundaries aligned with clinical guidelines.
- Created user personas and journey maps that shaped product roadmap and feature prioritization.
- Defined product vision within agile development processes, connecting AI capabilities with business goals and user needs in the mental health context.
- Educated team members and stakeholders about AI capabilities, limitations, and their impact on product strategy.

Outlier **Jun 2024 - Sep 2024**
Remote work
AI Trainer

- Applied AI literacy when training generative AI models on Indonesian writing projects to improve model performance and cultural relevance.
- Conduct reviews of content in Indonesian language generated by AI to ensure its accuracy, and fluency.

Impactto **Dec 2023 - Jun 2024**
Hybrid
Business Development Assistant

Supported business development and client relationship management for consulting firm serving international and national clients. Conducted market research to identify opportunities and coordinated proposal development across internal teams.

- Conducted market research to identify business opportunities for corporate innovation programs and startup-corporate partnerships.
- Coordinated proposal development for training/incubation/accelerator programs and corporate innovation initiatives.
- Developed and maintain international and national client relationships with current customers while attracting new ones.
- Supported program delivery and partnership management.

BINUS StartUp Accelerator **Jul 2020 - Dec 2023**
Jakarta, Indonesia
Staff - Program Operations & Community Manager

Managed end-to-end operations for startup accelerator, handling program delivery, community building, ecosystem partnerships, and brand management. Supported 147 startups through bootcamp and accelerator program.

- Managed full program lifecycle from recruitment to graduation as the main staff for Bootcamp and UPcelerator (accelerator) programs with a total of 147 registrants.
- Set up learning objectives for mentoring activities and coordinated learning sessions with mentors and participants.
- Developed and maintained partnership with stakeholders in startup ecosystem.
- Led brand and community initiatives including social media strategy, website management, email campaigns, and podcast production (hosted 3 seasons)

EDUCATION

BINUS University

2024 - May 2026

Master's Degree, Information System Management

- **GPA:** 3.93
- Thesis (already completed): Usability of AI in youth mental health counseling.
- **Achievements:** 2025 Grant Recipient from Ministry of Higher Education, Science, and Technology of Indonesia, Sawtooth Software Student Grant Recipient

University of Indonesia

2014 - 2018

Bachelor's Degree, Communication Science (Public Relations)

- **GPA:** 3.63

PUBLICATIONS

- **Theresia, E., & Oktavia, T.** (Accepted). Artificial Intelligence in Youth Mental Health Counseling: A Scoping Review". *The International Journal of Informatics and Communication Technology*
- **Theresia, E., & Oktavia, T.** (2026). Designing for usability: An AI-human hybrid mental health counseling web app for students. *Journal of Theoretical and Applied Information Technology*.
- Muhiddin, S., Artika, S. S., Safrina, E. S., Arifin, N. F. R., & **Theresia, E.** (2025). Studi komparatif efektivitas konseling chat berbasis AI dan konselor manusia terhadap kesehatan mental remaja [A comparative study of the effectiveness of AI-based chat counseling and human counselors on adolescent mental health]. *Jurnal Intervensi Psikologi*.

EXTRACURRICULAR

Apple Developer Academy Alumni Committee

Sep 2020 - Apr 2022

Creative Team