ELENA HAGEGE

ELENA.HAGEGE@GMAIL.COM
FR: +33 (0)6 25 56 23 39

SEEKING A SENIOR PRODUCT OPERATIONS POSITION

STRUCTURED PROBLEM SOLVER. AI ENABLED.

Product Operations leader helping SaaS and eCommerce organizations move from ambiguity to clarity. Proven track record aligning Product, Customer Success, Engineering and Business teams, transforming customer signals into actionable decisions, and driving operational excellence through scalable processes and AI-powered automation.

MAIN PRODUCT OPERATIONS MANAGER EXPERIENCE

2026 > Freelance, eCommerce and SAAS --- *Startups*

AI Product Operations Advisor

> Diagnose execution bottlenecks and operational gaps across Product organizations.
> Improve Product Operations through clearer ownership, prioritization, feedback loops and scalable operational processes.
> Design AI-native workflows that automate repetitive operational tasks.
> Build internal AI tools with Claude Code to improve visibility and operations.

2021-2025 > SHUTTERFLY, E-commerce --- *Large American corp., market leader (Apollo).*

Product Specialist, E-commerce Retention → Head of CMS

> Collaborated with Research teams to gather and structure users' feedback. Deep dived in user experience data with Data & BI teams, turned those insights in actionnable items. Run impact analysis to prioritize backlog.
> Owned CMS roadmap execution. Managed 25 people. Reported to Product Director.
> Improved cross-functional alignment, operational clarity and delivery predictability for the CMS stakeholders: Directors, Business, SEO, DAM, UI, Creatives. Set up communication process, owned and presented the Steering meetings.
> Led the CMS evaluation, the RFP with procurement, and the migration to a new tool.

2017 > LIMA TECH, SAAS BtoC personal cloud --- *Tech scale up, backed by Ventech Capital.*

Senior Product Manager + Program manager.

Hired by the CEO to unblock Delivery. Gathered and organize user data, user feedback, all documentation, ran internal 1:1 interviews (11 developers). Exposed tech dependencies and clarified the business & tech roadmap, which led to unblocking the delivery.

EDUCATION

2015 Web Design Express certificate, at Le Wagon, Design & Development class (html, css, php, js, devops, ecommerce best practice: environments, release process, rollbacks, feature flag, sql).

2010 Specialized Master in product development and entrepreneurship, ESCP Europe, one of the top-3 leading business school in France, in Paris. Class president. "Best pitch" award winner.

Available in October 2026.