Christopher Galetta

Agile Product Owner

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Personal Links: Technical Portfolio • LinkedIn

PROFESSIONAL SUMMARY

As a proactive Agile Product Owner and Business Analyst, I transform product visions, user needs, and operational workflows into high-efficiency system specs and technical products. My achievements include driving roadmap stability for a highly complex multiplayer platform over an 8-year lifecycle and architecting the system design for an internal marketing tool to streamline commercial lines carrier updates into a centralized live-feed database for Account Executives. I am motivated by creating novel solutions, resolving systemic friction, bridging engineering and business teams, and translating voluminous requirements into technical specs for the development of products via software and UX design.

AREAS OF EXPERTISE

- Requirements Gathering & SDLC
- Agile/Scrum & Backlog Management
- Coordination & Collaboration
- Technical Documentation
- User Stories & Acceptance Criteria
- UAT & Quality Validation
- API Integrations
- Data Analysis

ACCOMPLISHMENTS

- Shipped Alpha and Beta versions of a LiveOps server for a pool of 120+ players and launched Version One via Agile delivery.
- Presented a budgeted proposal to senior management for an Azure-powered policy analysis tool to rapidly decipher P&C policy language.
- Turned a non-technical, verbal description of a trading strategy into an actionable technical specification later programmed into an automated bot deployed on live markets.

EMPLOYMENT HISTORY

Assistant Account Executive **Oct 2023 – Jun 2025**
HUB International *Melville, New York*

- **Operational Queue & Capacity Management:** Managed 120+ monthly inbound task queues from multiple Account Executives, balancing interdependent workflows with measured resource allocation to optimize team execution capacity and personal efficiency.
- **Internal Product Design:** Designed the conceptual operational framework and UI for an integrated, centralized Commercial Lines data hub that aggregates real-time partner carrier website information via automated internal synchronization loops to address two core internal workflow inefficiencies using Figma.
- **Process Standardization & Onboarding:** Standardized internal workflow documentation and led the onboarding for new team members, ensuring rapid integration into unit operations while maintaining 100% capacity on personal task execution queues.

Algorithmic Trading Bot | Team Lead, Self Led Project **Aug 2025 – Present**
Independent Project *Online, New York*

- **Requirements Architecture:** Authored comprehensive technical specification documents and business rules for a MetaTrader 4 (MT4) automated algorithmic execution engine.
- **Opportunity Scanning and Capture:** Spearheaded the effort to design the bot to capitalize on 6+ live market opportunities based on definable trade metrics and meticulous market conditions.
- **Risk Mitigation Design:** Defined and engineered functional parameters for technical risk mitigation, establishing quantitative triggers for volume thresholds, stop-loss execution, and timing exceptions.
- **Fully Autonomous Functionality & Cloud Integration:** Architected features within the bot to execute trades fully autonomously on the live market within global trading windows, integrating AWS cloud infrastructure for 24/7 operational resilience and secure data handling.

Product Owner **Jun 2016 – May 2024**

The Atomix Network *Online, International*

- **Product Roadmap & Feature Development:** Spearheaded the end-to-end product lifecycle and release management for a bootstrapped multiplayer platform over an 8-year span, successfully driving feature development derived from product vision and user feedback-loops.
- **Agile Backlog Grooming:** Transformed community feedback and increment insights into actionable epics and user stories, utilizing Trello (Kanban) for backlog management and GitHub for version control.
- **Quality Assurance & Load Testing:** Designed and executed rigorous regression, load, and User Acceptance Testing (UAT) protocols, maintaining core system stability and server uptime during high-stress user activity.
- **Product Architecture:** Architected complex in-game frameworks built for scalability—including expansive user progression paths, in-game user-driven economies, and custom ranking leaderboards pushed to web dashboards—focusing on deep mechanics to maximize engagement for a dedicated core user base.

Agent Team Member | Sales Representative **Dec 2021 – Jan 2023**

State Farm *Woodbury, New York*

- **High-Volume Policy Acquisition & Direct Sales:** Executed daily outbound lead conversion strategies, individually issuing over 450 personal insurance policies in 12 months to drive consistent top-line growth and exceed agency performance targets.
- **End-to-End Policy Servicing & Customer Experience:** Partnered with agency team members to service thousands of policyholders across the complete policy lifecycle, resolving complex coverage inquiries, optimizing client retention, and elevating satisfaction standards.
- **Cross-Functional Team Synergy & Workflow Alignment:** Collaborated closely within an agency team structure to align lead intake, policy servicing, and operational handoffs, establishing seamless internal workflows that improved overall client experience.
- **Operational Resilience & Performance Execution:** Maintained consistent high-volume production through sustained daily outreach, navigating market friction and underwriting guidelines to deliver reliable operational results.

EDUCATION

- **Bachelor of Science: Business Management | Business Administration**, Farmingdale State College (Aug 2019 – May 2021) • Graduated with Latin Honors | Summa Cum Laude
- Undergraduate Coursework in Entrepreneurial Studies, The University of Tampa (Aug 2017 – May 2018)
- Undergraduate Coursework in Engineering, The Pennsylvania State University (Aug 2016 – May 2017)

LICENSES & CERTIFICATIONS

- PSPO I, Scrum.org (Oct 2026)

TECHNICAL PROFICIENCIES & HOBBIES

- **Software Development:** HTML5, CSS3, JavaScript, YAML, JSON, Git, Claude Code, Agile, Scrum, Figma, SQL/Non-SQL Databases
- **Hobbies:** Fitness, writing and recording music