

## PRODUCT MANAGER / TEAM LEADER

### Skills

- ✓ Product management, driving vision, strategy and roadmap
- ✓ E2E development of digital banking and insurance products
- ✓ Team management based on support, trust and empathy
- ✓ Scrum and Waterfall Project Management
- ✓ Understanding of Kanban, Continuous Integration and Lean Software Development
- ✓ Business analysis with great anticipation of end user needs
- ✓ Usability optimization based on data, customer voice and user experience

### Languages

 Upper- Intermediate (B2+)

 Native

## PROFESSIONAL SUMMARY

10+ years of experience in building B2C/B2B desktop and mobile customer-oriented products. E2E product management starting from vision via roadmap creation to final implementation. Dedicated team leader with ability to effectively manage and achieve project goals. Always focused on people, customers and constant improvements. I build strong ties between business, IT and 3rd party vendors to deliver value-adding solutions in a constantly changing and demanding environment.

## EMPLOYMENT HISTORY



SELF  
LEARNING  
SOLUTIONS

### Product Manager

September, 2022 - Now

- Building a new version of the workflow application for process optimisation with the goal of adapting it to the needs of existing and new customers and making it more intuitive and functional to the point where it can be used by people without programming knowledge.
- Building and managing the roadmap, planning work of teams, seeking new solutions and managing the backlog.
- Collaborating with international clients, development team, UX, sales and CEO to implement a product that meets the highest market standards.
- Ensuring that the application meets the latest standards for building decision engines based on scoring models, Machine Learning and AI.
- Monitoring and analysing the results of the development to continuously improve the application and increase its efficiency.
- Delivering projects based on customer needs, technical knowledge, positive team spirit, ensuring customer satisfaction and revenue growth for the business.

**Apps:** Flowable, Figma, ChatGPT, Jira, Miro, Grafana, Asana.



### Specialist Lead / Manager

May, 2022 - July, 2022

- Leading a team of analysts and developers responsible for migration of core banking systems and products to Cloud
- Cooperation with international customers to provide the best possible Cloud solution addressing their business needs

**Apps:** Vault, Mambu, nCino, Jira,



Getin Noble Bank S.A.

Nov, 2018 – Apr, 2022

### Head of Workflow Process Development Team

Jul, 2020 – Apr, 2022

- Building, leading and mentoring a team of extraordinary workflow developers and business analysts
- E2E delivery of 30+ products including definition of product vision & strategy, roadmap creation, requirement gathering, product development & QA
- Leading projects in Agile methodology: task prioritization & backlog management, facilitating agile ceremonies (retrospectives, reviews, backlog refinement sessions etc.)
- Delivered products: online processes for opening of current & saving accounts, debit & credit cards, retail loans & other self-service processes for retail, business, noble and private customer segments
- Verification of system dependencies, management and monitoring of software development risks
- Working cross-functionally with Business, IT, UX, UI, Marketing, Compliance, AML, external vendors to create most tailored solution
- Active participation in project reviews with key stakeholders
- Data-driven product optimization (e.g. customer retention strategy)

### Expert in Mobile and Internet Projects Department

Nov, 2018 – Jun, 2020

- Product design and development:
  - Remote account opening with facial recognition (key product in Covid era)
  - other products: travel, house and car insurance
- Process documentation, creation of use cases and test scenarios, UAT, QA
- Post-release maintenance and product improvements

**Apps:** Ferryt Workflow, Redmine, Enterprise Architect, Trello, Miro, Zeplin



IT Business Analyst

Nov, 2016 – Jun, 2017

- Main IT Business Analyst responsible for merging Liberty and AXA online car insurance calculators
- Business analysis & collecting requirements from internal stakeholders via interviews, workshops & use cases to ensure successful product implementation
- One AXA Project - implementation of changes in processes and web applications due to integration of AXA with Liberty Insurance and mBank
- Process documentation, and creation of test scenarios

**Apps:** Jira, Confluence, Bizagi, TIA, SOAP-UI



**IT Business Analyst**  
*Sep, 2014 - Oct, 2016*

- Creating new versions of web and mobile car/ home/ travel insurance calculators
- Pursuing a deep understanding of user needs to deliver the most optimal solutions
- Customer traffic monitoring, customization of application based on end user experience
- A/B analysis – assessment of change impact on application usability
- Negotiation of project scope with Business, IT, Marketing & Compliance
- Test framework: preparation of test scenarios, UAT coordination
- Creation of project documentation
- Responsible for technical aspects of cooperation with internal and external partners, cooperation with interactive agencies

**Apps:** Jira, Confluence, AXURE, Bizagi, Hot Jar, Google Tag Manager, Google Analytics, TIA, SOAP-UI



**Bank Polski**

**Expert/IT Business Analyst**  
*Nov, 2012 - Aug, 2014*

- Business analyst responsible for collection of system requirements and implementation of workflow processes
- Participation in quality assurance process via test scenario preparation, acceptance testing and verification of system changes compatibility with reported requirements
- Analysis of problems reported by application users during system exploitation
- Responsible for user workshops & preparation of training materials

**Apps:** HP Quality Center, Bizagi



**Credit workflow development specialist**  
*Jun, 2009 - Oct, 2012*

- Development & administration of workflow & risk management system used for granting credit products for retail customers
- Active involvement in strategic initiatives focused on solution design, coding, and testing
- Effective coding of new software features and implementation of new products based on specification of requirements
- Adjusting systems and processes to ensure compliance with legal regulations
- Cooperation with external software supplier (Comarch S.A.)
- Technical support for bank advisors and Help Desk employees, system trainings for bank employees

**Apps:** Comarch Credit Process Management, Jira, Adonis

*I consent to the processing of my personal data for the purposes necessary for the recruitment process (in accordance with the Personal Data Protection Act of 10 May 2018 (Journal of Laws of 2018, item 1000) and in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (RODO).*

## EDUCATION

---

SGH Warsaw School of Economics, Finance and Accounting

Oct 2008 - Oct 2012

MSc in Economics with a specialization in Financial Markets

## COURSES, TRAININGS, CERTIFICATES

---

- ✓ PRINCE2 Foundation, PEOPLECERT
- ✓ Enterprise Architect, SAGES
- ✓ Google Tag Manager, Bluerank
- ✓ SQL, Comarch S.A.

## HOBBIES

---



Woodworking



Cooking



Cycling



Traveling



Gardening