SUMMARY

Experienced and entrepreneurial product leader seeking product roles across top tech companies.

SKILLS

Skills	Organization Management, Product Management (B2B and B2C), Product Leadership, Product Strategy, Product Delivery Management, Stakeholder Management, UX Design, UI Design, Agile Program and Project Management, Profit and Loss Management, Data Analytics, Product Design, User Research, Usability Testing.
Technologies	Web and Mobile Technology Stack understanding, SQL, APIs, Front-End Development.
Languages	English (full professional capacity), Polish (native), French (basic).

EXPERIENCE

Operations Director, VP of Technology and Product　　　　　　　　　　　　　Jan 2019 - Present
APICS　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　*remote: London, UK*
APICS is an $11 million ARR company that offers high-impact digital procurement and supply chain training
for corporate teams powered by an innovative, enterprise-grade SaaS EdTech Solution.

Product Management:

- Owned Product Management area of the APICS SaaS EdTech solution. Led the project of market analysis, revitalizing and re-establishing the product's vision, strategic direction, and a dynamic long-term product roadmap; resulted in an improved solution with **average user satisfaction of 87%, up from 71%.**

- While leading cross-functional product-related efforts (four product squads), set up the Product Management Fundamental Procedures and Toolkit: Product Feedback Loops (omnichannel); Ideation, Prioritization, Validation, and Decision-making Framework; Product Requirements Documents and Roadmaps; Product Metrics and Analytics; Product Delivery; Backlog management; Launch and post-launch strategies. Implementing these best practices increased performance and **employee satisfaction rate above 90%**.

- Started, designed and built new features and products (multiple of them being 0-1 initiatives) resulting in expanded capabilities of the ecosystem and product line.

- Built an integrations center, including multiple client-facing REST APIs and SSO which impacted both new sales and churn numbers significantly.

- Led product discovery, design, validation, commercials, and delivery of the project that allowed us to expand our key account from 1,000 to 45,000 users, **tripling our total existing user-base**.

Technology and Product Delivery Management:

- Reorganized the pre-existing Engineering Team; Hired an experienced Head of Engineering to lead necessary improvements in the technical part of the organization to achieve increased performance (**average velocity per team member increased by 35%**).

- Led introduction of Software Development Lifecycle Processes, Transformation to modern tech stack, and Agile approach to the delivery management **increasing predictability of delivery by 60%**.

- Changed legacy report-generation engine into Power BI to help with the scalability of the solution and **acceleration of report-generation by more than 200x**.

- Introduced automation that made Technical Support **more efficient by 20% in year one**, followed with **15% improvement in year two** and **decreased average Time to Live of our Customers by 25%.**

- Coordinated Technical and Product due diligence during eight-figures Private Equity exit event.

People and Organization Management:

- Built long-term strategy for organizational improvement, including revamping organizational design for Technology and Professional Service Departments and managing balance of off-shoring, near-shoring, and in-sourcing to improve company resilience and valuation.

- Implemented a metric-driven, analytical approach to track the performance: OKRs - team's, and individual's objectives; Formal performance review process. That allowed for more objective and leveled performance management.

- Managed hiring process for individual contributors and senior leaders, up to director level.

- Established and reinstalled a shared product vision across the department.

Partner   Mar 2013 - December 2018
Intellectsoft   *Kraków, PL & Philadelphia, USA*
Intellectsoft is a Web, Mobile, and Augmented Reality development agency that helps customers of different sizes with their product and software development needs.

- Established goals and targets for each organizational function as co-founder and ran a quarterly review process to ensure targets were being met; adjusted employee incentives to promote company goals.

- Led Product Strategy and Customer Success. Discovered, defined, and validated business needs; translated needs into product requirement documents and roadmaps to deliver client success, including **300% improved online sales** for an e-learning provider and **60% development cost savings** for Inc.500 Customer Support SaaS company. These efforts led Intellectsoft to a **91% CSAT and 25% referral rate**.

- Managed delivery process to control delivery from multiple cross-functional teams of talented designers and engineers (web, mobile, augmented reality) with **hundreds of successful launches** and deployments.

- P&L, expansion (mainly in the USA), and growth responsibility (company **grew from 4 to 30+** employees in 2 years while maintaining healthy P&L).

Freelance Web and UI/UX Designer   Jan 2007 - Mar 2013
Self-employed   *Remote*

- Worked for ad and marketing agencies across Poland, the USA, the UK, Ireland, the Netherlands, Australia, and the United Arab Emirates, bringing around **200 creative design projects** to completion.

EDUCATION

Product Management and Product Leadership Courses, Reforge   2021-2022
Scaling Product Delivery, Product Leadership, Mastering Product Management, Product Strategy.

BSc, Oil and Gas Engineering, AGH University of Science and Technology   2010-2014, unfinished
Dropped out the last year to focus on running a business.

AWARDS AND RECOGNITIONS

- Multiple "Website of a Day" and "Honorable Mentions" awards by Awwwards, CSS Design Awards, UXpiration.

- Projects that I worked on were featured in Forbes, Business Wire, Business.com, Inc.500.

VOLUNTEERING

KultureCity   2014
Helped the NGO with branding and web design. Once they grew, it evolved into a commercial relationship.

MORE ABOUT ME

Values	Get things done. Never stop being curious. Be transparent. Always act like the owner. Think long term. Make bold bets.
Areas of Interest	Product Management, Blockchain, Web3, DeFi.
Hobbies	Hiking, Skitouring, Crossfit.