

Michał Kansy

Product Owner

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Summary

Product Owner and Project Manager with years of experience in IT, specialising in business process automation, billing systems and online payments. I am responsible for platforms serving over 1,000,000 B2C customers and 5,000 B2B customers. I have delivered, among others, KSeF (Polish national e-invoicing system), e-invoicing in Croatia and automated debt collection, while keeping them compliant with legal and audit requirements, as well as AI-based automation that cuts teams' working time by up to 75%. I work through fast discovery, hypothesis validation and delivering measurable business value, and I build and test prototypes myself, including AI-based ones.

Core Skills

- Product strategy and roadmaps based on KPIs and OKRs
- Product discovery, business hypothesis validation and experiments
- Business process automation and scaling operations
- AI prototyping and AI transformation in the organisation
- Business process analysis and modelling, system solution design
- Billing systems, online payments and regulatory compliance (KSeF, e-invoicing)
- Working with leadership (CEO, COO, CTO) and Engineering, UX and Data teams

Selected Achievements

- Automated website creation with AI, cutting the working time of the website team by 75%.
- Automated website translation with AI, reducing the work to 10 hours per month.
- Rolled out a sales analytics and coaching tool (statistics, transcripts, call scoring), cutting sales trainers' working time by 50%.
- Automated cold lead generation and CRM lead updates, cutting the Database Creation Team's working time by 50%.
- Automated debt collection (email, SMS, phone), saving several hundred working hours per month.
- Rolled out an AI assistant for employees: an internal chatbot that answers questions based on knowledge sources.
- Optimised the settlement system: 99.99% of B2B customers settled fully automatically.
- Increased the online payment success rate by 50%.
- Rolled out KSeF in Poland for several thousand B2B customers.
- Rolled out e-invoicing in Croatia for several hundred B2B customers, in line with tax requirements.

Experience

Restaumatic Sep 2020 – present

Product Owner (Billing, Online Payments)

Nov 2024 – present

- Own the Billing and online payments products.
- Manage the lifecycle of internal projects and products across discovery and delivery; make strategic product decisions.

- Define requirements by mapping business processes; refine the backlog.
- Build and test PoCs across all products on my own, including AI-based solutions.
- Promote and drive the company's AI transformation.

Project Manager

Apr 2024 – Oct 2024

- Delivered, developed and managed internal projects with a small IT team, a data analyst, and the UX, administration and finance departments.
- Ran the internal software house and owned settlement and online payments.

Junior Project Manager

Apr 2023 – Mar 2024

Senior IT Product Specialist

Apr 2022 – Mar 2023

- Manual testing and bug analysis; day-to-day support for the Product Owner.
- Ran Scrum ceremonies; trained and onboarded new staff.

Product Specialist

Apr 2021 – Mar 2022

Sales Specialist

Sep 2020 – Mar 2021

- Sold the company's services and built relationships with business customers.

Customer Advisor, x-kom

Sep 2019 – Oct 2019

Freelancer / Founder, Own products, gaming

2012 – 2020

- Built and ran my own multiplayer game servers.

Side Projects

NajMILszy poniedziałek, najmilszy-poniedziałek.logixdev.ovh

2026

Unofficial award-flight search engine for the Miles & More / LOT Polish Airlines promotion: search by dates and regions, AI search that turns a trip description into filters, automatic offer updates with a data quality check. Idea, product and build (Astro, TypeScript, OpenAI API) delivered on my own with Claude Code.

Methods and Tools

Scrum, OKRs, KPIs, product discovery, business process mapping, manual testing, AI prototyping (Claude Code, Codex, OpenAI API)

Languages

English: B1