

Leonard Pliachko

Senior Product Manager · AI-native product builder · B2B SaaS & Enterprise

Wrocław, Poland · EU remote | +48 699 810 680 | leonard.pleczo@gmail.com
linkedin.com/in/leonard-piachko | leonardplachko.com · portfolio with a live prototype



Scan for portfolio

31

enterprise features shipped
at Masterplan in under 3
years

196

customer requests
answered with a clear
status

1.6M

Auto-moderation runs in
month one at NapoleonCat

2 weeks

to deliver every go-live
requirement for Otto Group

SUMMARY

Senior Product Manager with 6+ years in B2B SaaS and 9 years in digital products. I own discovery, roadmap and stakeholder alignment from customer request to adoption, with deep enterprise know-how: identity and access (SCIM, roles and permissions, audit log), integrations (xAPI, cmi5) and analytics. I use AI every day for discovery and specs, and I build working prototypes with Claude Code and Cloudflare, so customers and engineers react to a real product before the sprint starts.

SKILLS

Product	Product discovery, user research and surveys, product strategy and roadmap, prioritisation (MoSCoW), PRDs, user stories & acceptance criteria, product metrics and adoption, go-to-market, stakeholder management
AI	AI-assisted discovery, specs and release notes; rapid prototyping with Claude Code; agentic workflows and MCP connectors; AI feature proofs of concept; Claude, GitHub, Cloudflare Workers & Pages
Enterprise & tech	B2B SaaS platforms, REST APIs, SCIM 2.0, SSO, RBAC (roles & permissions), audit logging, xAPI, cmi5, SCORM, Shopify API, social media APIs
Delivery	Agile, Scrum, Kanban, backlog and dependency management, release management, cross-functional teams (engineering, QA, design, CS, sales)
Tools	Jira, Confluence, Airtable, Figma, Miro, ClickUp, Userpilot, Make.com, Zendesk, Shopify, WordPress

EXPERIENCE

 **Product Manager / Product Owner · Masterplan.com** Nov 2023 - Present · Remote

B2B SaaS corporate learning platform for DACH enterprises, acquired by Amadeus Fire Group in 2025. Enterprise Ready team of 8 (backend, frontend, QA, design).

- Owned the enterprise-readiness roadmap and shipped 31 features for enterprise admins: SCIM user provisioning, Roles & Permissions (RBAC), Audit Log, Analytics Dashboard, Batch Operations, User Group Management, xAPI and cmi5; announced each release company-wide (39 posts).
- Delivered every go-live requirement for Hermes Germany (Otto Group) within 2 weeks; built Roles & Permissions and Export around Otto Group needs.
- Shipped xAPI and cmi5, a make-or-break requirement in several enterprise deals; cmi5 now runs in production inside a customer's Rexx LMS.
- Owned the feature request pool: answered 196 request threads with a clear status (343 threads across product channels), introduced MoSCoW labels and a weekly RFI review; turned requests into releases such as Export, user status filters and invite language selection.
- Ran discovery with customers and a product survey (701 responses); launched the Analytics Dashboard to 6 pilot companies, then to all customers ("a game changer for admins"); cut the onboarding walkthrough by 50% to 12 steps.
- Built an NPS feedback loop (Userpilot, Make.com, Slack) that flags every score below 8; led AI proofs of concept (speech-to-speech, AI Manager) and enabled CS and Sales with Q&A sessions and a company

Demo Day.

Product Manager · Holdapp

Jun 2023 - Oct 2023 · Remote

Mobile and web software house, e-commerce apps for retail clients.

- Product manager for the Homla shopping app (home decor chain, 60+ stores), launched on iOS and Android in August 2023.
- Owned client requirements and backlog: shared web and mobile cart, Homla Smart Club loyalty program, push notifications, nearest-store finder.
- The app was featured by DesignRush among the best app designs and later won the Mobile Trends Awards 2025 in Commerce.

Product Manager Consultant (part-time) · Mimeeq

Mar 2023 - May 2023 · Remote

SaaS 3D/2D product configurator for e-commerce, integrated with Shopify.

- Set up Scrum and trained the team; led the UX/UI redesign of the embeddable configurator and turned it into epics and user stories.

Product Manager · NapoleonCat

Oct 2021 - Mar 2023 · Remote

Social media management SaaS, SME to enterprise.

- Built Auto-moderation from scratch on Facebook, Instagram, LinkedIn, TikTok and YouTube APIs: 1.6M executions in the first month, at least 30 minutes saved per day for each client moderation team; became one of the top 3 products.
- Launched Social CRM with a Shopify integration, letting e-commerce clients check orders and answer customers without leaving the inbox.
- Redesigned billing into an add-on model (Auto-moderation, CRM, Shopify) so clients pay only for what they use.
- Led the rebuild of the iOS and Android app, the most requested feature from clients; ran discovery, prototype tests and the full Scrum cycle.

Product Manager · BOWWE

Feb 2020 - Aug 2021 · Wrocław

No-code website builder SaaS, competing with Wix and Webflow.

- Led the v2.0 relaunch and go-to-market: drag-and-drop editor, SEO manager, template library.
- Shipped a new user activation experience projected to grow annual revenue 3.5x.
- Launched adjacent products on the same engine: CV builder, link-in-bio page builder, template center, OVH domain and hosting integration.

Project Manager · Crealeon

May 2017 - Feb 2020 · Remote

WordPress web agency.

- Delivered client websites end to end, from requirements to launch, including a corporate KYC site for Gatenox; assembled and led distributed developer teams.

AFTER HOURS

Not my day job. Small automated services built with Claude Code and Cloudflare, where I test new ideas on myself first without risking anyone's customers. Right now they pay for a few coffees a month.

- **KissMySkills.com** · catalog of AI skills and agents for Claude, ChatGPT and Cursor, loaded through one MCP connector.
- **Esotorium.com** · personalised PDF report generator with astronomical calculations, in EN, DE and ES.

EDUCATION & CERTIFICATES

MSc, Information Technology · Brest State Technical University, 2017

Google Project Management Certificate · Coursera, 2022

Scrum Master Bootcamp · Future Collars, 2021

Front-end Bootcamp (JS, React, Node) · ALX, 2019

LANGUAGES

English C1 · Polish C2