



CHARLES OSOWSKI

PRODUCT OWNER · PSPO I

Product Owner | Product Management & Discovery | PSPO I | 15 years in Finance, Internal Control & ERP Systems | EN · ES · PT

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PROFILE

Product Owner with 15 years of experience at the intersection of finance, governance, operations and technology. As Internal Controller at a Brazilian city hall, I was the link between 15+ departments, senior management and the vendor of an ERP used by 500+ employees.

Today I apply that background in Product: PSPO I certified, Product Owner of a learning platform built by a Scrum team of 7, creator of a digital course published on Udemy, and designer of my own portfolio website, from information architecture to design QA. I work in English, Spanish and Portuguese.

EXPERIENCE

Product Owner · Pipoca Ágil · Brazil (remote)

OCT 2025 – PRESENT

Agile and product education community. Product: Europa 3, a learning-track platform for web and mobile.

- Own the product vision, roadmap and backlog for Europa 3, working with a cross-functional Scrum team of 7 (developers, UX designers, QA and Scrum Master).
- Drove discovery with the team through a Lean Inception workshop, mapping personas, user journeys and hypotheses to define the MVP scope.
- Designed and prioritized a narrow MVP to test one core hypothesis before scaling: that learners see more value in guided tracks than in scattered videos.
- Defined the validation plan: a 7-step behavioral funnel, CSAT and open feedback, linking each stage of user interest to an observable result.
- Built the Product Hub, a single source of truth for vision, personas, journeys, hypotheses and decisions.
- Kept delivery moving through team turnover, reviewing UX proposals against the product vision and building ownership in a junior team.
- Currently preparing the product showcase, which opens the validation phase: testing the MVP hypothesis with the community and collecting the learnings.

Sales Assistant · JACK & JONES · Fuengirola, Spain

AUG 2024 – DEC 2025

Customer-facing retail role, serving customers in Spanish, English and Portuguese.

- Known in the team as the one who connected best with customers.

Sales Assistant · NED College · Limerick, Ireland

MAR 2023 – AUG 2023

Sold English courses to international students and managed leads in a CRM, working in English.

- Won the contest across the Limerick and Dublin teams for the most positive customer reviews and mentions on Google.
- Closed four course sales in my first week.

Founder · Belíssima · Quitandinha, Brazil

NOV 2021 – NOV 2022

Fashion retail and beauty services.

- Validated demand before investing: started by selling directly to customers, with no store, and opened a physical shop in about two weeks once demand was confirmed.
- Ran the business end to end, covering finance, marketing and supplier relations, with a team of around 6 people including external partners.
- Sold through Instagram and built an e-commerce site, which was not launched before the business closed.

Prefeitura Municipal de Quitandinha · City Hall · Brazil

FEB 2007 – DEC 2021

Progressed from administrative support to financial management and internal control.

Internal Controller

AUG 2013 – DEC 2021

- Acted as the link between departments and the ERP vendor for a system used by 500+ municipal employees: collected user problems, worked out solutions with the vendor and followed improvements through to delivery (accounting, finance, records and fleet modules).
- Administered the ERP and designed its role-based access structure (who can see and do what), strengthening access control and information security.
- Took part in installing the city hall's first data server and its network access controls.
- Co-led the rollout of digital fleet control with department heads and configured the public transparency module, publishing fleet and financial data on the city website.
- Co-led the setup of two new citizen-facing services, the records office (protocolo) and the ombudsman office (ouvidoria), with autonomy over how they were implemented.
- Ran and refined internal controls for sensitive operations, such as meal voucher distribution and COVID-19 vaccine distribution.
- Managed financial operations and compliance: budget planning, revenue forecasting, bank reconciliation and supplier contracts.
- Worked directly with senior management and 15+ departments across 4 administrations.

Administrative Assistant (joined as intern)

FEB 2007 – AUG 2013

- Supported the Purchasing, Accounting and HR areas, handling requests from citizens and internal teams.
- Helped implement IT and information security policies.

Professional Coach · 9as6 · Curitiba, Brazil

MAY 2020 – JUN 2021

People development and business culture consultancy.

- Delivered 50+ coaching sessions using Innermetrix behavioral assessments to map profiles, motivators and decision-making patterns.
- Ran individual and group feedback sessions focused on leadership and behavioral skills.

PRODUCT PROJECTS

PSPO I Dissecada · Udemy course

2026

Created and launched an exam preparation course from idea to publication: 12 modules and a 160-question bank.

charlesosowski.com · Personal website

2026

Defined the information architecture and UX in Figma, worked with a developer through implementation and ran the design QA before launch, documenting 69 differences between design and build for correction.

EDUCATION AND CERTIFICATIONS

PSPO I, Professional Scrum Product Owner I · Scrum.org

2026

Product Management and Design training · Tera. Product Discovery completed; Digital Product Leadership and Digital Product Design in progress.

2026 – PRESENT

Postgraduate Degree in Public Accounting and Fiscal Responsibility Law · Universidade Cândido Mendes, Brazil

2015 – 2017

Bachelor's Degree in Accounting · Universidade do Contestado, Brazil

2015 – 2019

Undergraduate Degree in Public Management · Centro Universitário Uninter, Brazil

2012 – 2014

Bachelor's Degree in Information Systems · Universidade do Contestado, Brazil

2007 – 2011

Professional Coach Certification and Behavior Analysis · Sociedade Latino Americana de Coaching, Brazil

2020

English studies · NED College, Ireland (2023) and ELS Language Centers at University of La Verne, USA (2020)

LANGUAGES

English: professional working proficiency · Spanish: full professional proficiency · Portuguese: native

SKILLS

Product	Product discovery, Lean Inception, MVP definition, hypothesis validation, user journey mapping, product roadmap, backlog management and prioritization, product metrics, stakeholder management, Scrum
Analysis	Business analysis, requirements gathering, process improvement
Tools	Jira, Confluence, Miro, Figma, Notion, Excel, ERP and CRM systems, generative AI tools