



Ruslan Komjakov

Is your team solving the right challenge? 🧠

Strategic Design consultant (ex [Circ](#), ex [Quandoo](#)) who helps organizations innovate by employing user-centric design methods and bridging business, technology, and design.

Ruslan helps teams focus on the right problems so they can build better products and scale the business faster. – [Gonzalo Arenas](#), Head of Global Operations at Circ

I have worked with Ruslan on two occasions, both high stakes projects. Strong work ethic and an amazing capacity for analysis and synthesis. He'd bring a lot of value to any organization. – [John Vetan](#), CEO at Design Sprint Academy

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Key expertise

- Product, Service, and Business Design
- Problem Framing and Hypothesis validation
- Design Sprint / Design Thinking workshops facilitation
- User Research (qualitative and quantitative)
- Product Management and Strategy

Experience

[Dive](#) • Head of Design • [04/2020 – 12/2020]

Live-streaming Platform • Passion economy

Consulted the next generation entertainment platform on user experience design, value proposition and the Product-Market Fit.

[Circ](#) (acq by Bird) • Sr. Product Designer (Contract) • [12/2018 – 10/2019]

Mobility • Fast-scaling operations

Conceptualized and owned design of ops products for one of the fastest-growing e-scooter startups in Europe and UAE.

- Designed digital solutions that helped the company grow from an early stage to fast-scaling operations serving customers from 14 countries in 40 cities
- Pioneered the concept and design of an automated task assignment and route planning solution that minimized the human factor, increased operations efficiency, and improved unit economics
- Planned and ran a workshop for C-Level executives and strategic partners to plan a pilot service for new e-scooter models with swappable batteries
- Conducted field research as a part of continuous product improvement and discovery to follow-up with fast-changing operations

[Design Sprint Academy](#) • Workshop Facilitator • [09/2018]

Management Consulting

Supported the organization and facilitation of a 2-days workshop for a Fortune 500 client

Quandoo • Sr. Product Designer (Contract) • [02/2018 - 08/2018]

Restaurant tech • Payment Innovation

Led research, defined and established design for an innovative payment solution in restaurants.

- Directed foundational research to collect insights into human behavior and needs related to payment
- Analyzed and synthesized research data to design value proposition for each customer segment
- Planned and facilitated a Design Sprint to create and validate new payment service
- Provided UX support during the development of an MVP
- Ran numerous Design Sprints for different initiatives

Lykon • User Experience Designer (Contract) • [04/2017 – 01/2018]

HealthTech

Designed an onboarding and improved user experience of personalized nutrition recommendations based on blood and DNA tests

- Designed onboarding experience that allowed users to benefit from the product while waiting for test results
- Conducted usability tests and user interviews
- Designed and tested prototypes
- Worked closely with nutrition scientists and copywriters to improve messaging

More experience? 🙋

- Freelance UI/UX Designer • Berlin, Germany [2012–2017]
- UI/UX Designer at Versio2 • Tallinn, Estonia [2009–2011]
- Executive Director, Co-Founder at Skyplex International • Tallinn, Estonia [2007–2009]
- Art Director, Co-Founder at Mediaworks • Tallinn, Estonia [2006–2010]
- Web Designer at Custom Media Agency (CMA) • Tallinn, Estonia [2004–2006]

Methods and Frameworks

- Jobs To Be Done
- Design Sprint
- User Interviews
- User Journey Mapping
- Rapid Prototyping
- Business Model Canvas

Staying In Shape

- **User Experience and Design Thinking Mentor** for [Project 327](#) team at [#VersusVirus](#) Hackathon, April 2020
- **Design Process Facilitator** for [SimSim Project](#) team at [#CodeVsCovid19](#) HackZurich Hackathon, March 2020
- **Participant** of the **Business Model Design Masterclass** by Alexander Osterwalder (Strategyzer), August 2018
- Product Design Course – Udacity, July 2018
- Participant of the **Design Sprints Facilitation Workshop** by inVision and Design Sprint Academy, April 2018
- Participant of the **Service Design Workshop** by Global Service Jam, March 2018