



Ruslan Komjakov

Is your team solving the right challenge? 🧠

User Experience and 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

[Altalingua](#) • Product Manager (Contract, 09/2020 – 12/2020)

Translation startup

Consulted the team to define the product strategy and the MVP; wrote user stories, and assisted with the product development.

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

Live-streaming Platform • Product-Market Fit

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

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

Mobility • Fast-scaling operations

Drove product design, discovery, and vision across multiple teams and platforms during the hyper-growth of Europe's leading e-scooter startup (Bird acquired Circ in January 2020.)

- Conceptualized and designed fleet management app that enabled business ops to kickstart new markets and scale to 14 countries and 40 cities
- Pioneered concept and design for an automated task assignment and route planning that increased operations efficiency
- Planned and drove 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 discovery to keep up with fast-scaling operations and evolving needs

Design Sprint Academy • Workshop Facilitator (Contract, 09/2018)

Management Consulting • Facilitation

Supported the organization and co-facilitated 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 onboarding and improved the user experience for a product that provides 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

- Workshop participant • **Integrating JTBD Into Your Workflow** by Jim Kalbach, Jan 2021
- User Experience and Design Thinking Mentor at **#VersusVirus Hackathon**, Apr 2020
- Design Process Facilitator for **SimSim Project** at **#CodeVsCovid19 HackZurich Hackathon**, Mar 2020
- **Workshop participant • Business Model Design Masterclass** by Alexander Osterwalder (Strategyzer), Aug 2018
- Workshop participant • **Design Sprints Facilitation** by inVision and Desing Sprint Academy, Apr 2018
- Workshop participant • **Service Design Workshop** by Global Service Jam, Mar 2018