

# Sergey Komardenkov

Product Manager and UX Researcher - San Bruno, CA, USA - 650 333 7066

skomardenkov@gmail.com - [LinkedIn](#) - [www.sergey.design](http://www.sergey.design)

## ||| Summary

I am a product manager with over 10 years of experience in developing digital products and services. I also have strong expertise in qualitative and quantitative UX research, interaction design, and software engineering. I am passionate about human-centered design and add to that my system thinking and analytical thinking skills. I work on all-round solutions that make a positive impact on people, societies, and the environment.

## ||| Work Experience

### Lead UX Researcher at Sustainable Systems Research Foundation, CA USA

May 2022 — Present — Part-time

- Lead UX research for a hardware Ag Tech startup (soil sensors).
- Develop an educational program for small-scale farmers and manage its implementation.

### UX Researcher - Freelance work, Moscow, Russia

February 2021 — April 2022

- Led two design research projects (estate development, private banking). Managed research teams, led research synthesis, led communications with clients, and delivered presentations.
- Prototyped and tested a service that assists farmers in making a switch to regenerative practices. The project was based on my research into agriculture practices.

### Product Manager, Lead UX Researcher at EVOTOR (fintech, 800K+ users), Moscow, Russia

April 2019 — January 2021 — Full-time

- Managed a key product (web and mobile) that defined the everyday experience of every client of EVOTOR. Redefined product strategy by implementing a user-centered approach and incorporating business objectives and requirements. Received unanimously positive client reviews. Achieved user retention growth by 25%.
- Managed qualitative and quantitative UX research for 7 different products and projects.
- Played a key role (UX research and design, management) in a project that won us the majority of the client market in 2021.

### Lead UX Researcher at Lab Wonderful (product design consultancy), Moscow, Russia

January 2016 — March 2019 — Full-time

- Organized and delivered 10 large user experience research projects in various industries. Moderated over 100 in-depth user interviews and over 100 usability test sessions.
- Was a go-to person for presenting our work to clients and at international conferences.

### Interaction Designer at Playtronica (digital artist collective), Moscow, Russia

January 2016 — September 2021 — Projects

### Lead UI/UX Designer (2013-2014), Database Architect (2011-2012) at TSYS (fintech), Russia

February 2011 — December 2014 — Full-time

## ||| Education

### M.S. in Interaction Design, Copenhagen Institute of Interaction Design, Denmark

January 2015 — December 2015

### B.S. in Information Technology, Rochester Institute of Technology, Rochester, NY

September 2007 — December 2010 — **Cumulative GPA 3.97 / 4.00 - Highest Honors**

## || Product Skills

Product management  
Product analytics  
Product strategy  
Human-centered design  
Agile  
OKR methodology  
Project management  
Team management  
Unit economy  
JTBD methodology  
UX research / Lean UX  
Service design

## || UX Research Skills

Qualitative research

- in-depth interviews
- contextual inquiries
- observational studies
- usability testing
- heuristic evaluations

Quantitative research

- surveys
- A/B testing
- web analytics
- benchmarking
- card sorting

Personas

Journey mapping

Prototyping

Product analytics

Interaction design

## || Digital tools

Figma

Adobe CC

Google Analytics

SQL

Excel

HTML - CSS - JS

PHP - Java - PL/SQL

+ a variety of tools  
for usability testing