

Olga Bolshchikova

Product Designer

Designer with a strong background in graphic design and 5+ years of experience in designing SaaS B2B/B2C web and mobile platforms in various industries as a sole designer in startups and as part of a small team. Committed to creating valuable and usable solutions, never let people down, and stay open-minded.

EXPERIENCE

Senior Product Designer

Penn Foster Group, Remote, USA

Apr 2023–Jan 2024

- Based on research, worked on the conceptual design of the E-learning platform to increase user engagement and drive growth to achieve business objectives
- Accelerated designers' work by creating and maintaining an MUI-based design system in close collaboration with developers
- Mentored aspiring team members, helping them develop their design skills

Senior Product Designer

Carrus, Lehi, UT

Jun 2021–March 2023

- Presented and explained design decisions and rationale to stakeholders, effectively articulating design proposals and gathering feedback to achieve agreement
- Led the design of the Career Portal from start to implementation with keen attention to detail, delivering an elegant and cohesive experience for skilled healthcare professionals
- Identified usability issues and determined user satisfaction with the platform by conducting remote unmoderated usability testing
- Worked closely with product managers on writing user stories to formulate how the Portal features would provide value to customers

Senior UX Designer


Welkin Health, San Francisco, CA


Oct 2020–May 2021

- Developed a design strategy and led the design of CRM software used daily by 2,000+ customers to care for 350,000+ patients
- Increased the client base by almost 2 times and customer satisfaction by more than 37% in four months after the launch by improving the user experience of the Care Portal by creating a new information architecture and content structure
- Streamlined development processes and maintained consistency by creating and maintaining the company's first design system based on Ant Design
- Gained insight into user problems and business objectives through research (interviews, observations, competitive analysis), and translated them into solutions that exceeded customer expectations, taking into account technical constraints
- Validated design solutions through usability testing to identify and fix confusing or difficult-to-use design elements and get user feedback, conducted Design QA
- Thrived in an agile environment by meeting strict deadlines, adapted to ambiguity by thinking quickly and creatively

 <https://bolshchikova.com>

 olga.bolshchikova@gmail.com

 (347) 873-7216

 Salt Lake City, UT

SKILLS

- User-Centered Design
- User Research
- Information Architecture
- Interaction Design
- User Interface Design
- Design System
- Wireframing
- Rapid Prototyping
- Cross-team Collaboration
- Usability Testing
- Accessibility
- Responsive Web Design
- Mobile Design
- Visual Design
- Data Visualization
- HTML5 / CSS3

TOOLS

- Figma
- FigJem
- Sketch
- Pendo
- Miro
- Confluence / Jira
- Adobe Creative Suite
- Zeplin

EDUCATION

- **UX Academy**
DesignLab Nov 2017
- **UX/UI Design Fundamentals**
Bloc.io Dec 2015
- **MS in Physical Metallurgy**
Ural Federal University, Russia

TRAINING

- **How To Design for Accessibility: for UX Designers (WCAG 2.2)**
Udemy March 2023

UX Designer

The University of British Columbia, Canada - Contract Jul 2020–Sept 2020

- Collaborated closely with a UX researcher to define the design direction of an open-source mobile browser-based farm management tool
- Translated complex concepts into user-friendly and accessible designs, from the user flows to the mockups, ensuring that the app was easy to learn and use

Product Designer

Redica Systems, Pleasanton, CA - Contract Mar 2020–Jun 2020

- Increased the efficiency of collaboration between 2 designers and 5 engineers by crafting a component library that reduced development time
- Ensured and maintained a cohesive user experience across a data analytics platform by advocating for visual and behavioral consistency
- Created data visualization and design solutions including user workflow diagrams and high-fidelity wireframes that met both business goals and user needs

Product Designer

Emergent Technology (G-Coin™), Santa Clara, CA May 2018–Feb 2020

- Designed the G-Coin, blockchain B2B wallet and B2C React and web-based wallet, which was built from the ground up, which was launched and is now available for download from [Apple Store](#) and [Google Play](#)
- Led the design and improved the user experience of the Responsible Gold™ Supply Chain, blockchain B2B Android app and desktop Admin tool, resulting in reducing task completion time by an average of 2 times
- Conducted comprehensive user research (interviews, surveys, card sorting, personas, task analysis, storyboards, journey maps) to inform design decisions
- Completed usability testing through prototyping to validate that the designs were intuitive and useful, resulting in positive user feedback

Visual / UI Design Consultant

Various companies, United States Sept 2014–Apr 2018

- Provided visual and UI design consulting services to multiple clients, enhancing their design projects and improving user experiences
- Collaborated with the marketing team to redesign the website's inefficient workflow to get a clear and user-centered interface which increased traffic by 15%

- **Becoming a Product Manager: a Complete Guide**
LinkedIn Feb 2023
- **UX DesignOps: Working with Developers**
LinkedIn Jan 2023
- **Information Architecture (IA) Fundamentals**
Udemy Nov 2021
- **Managing a Design System with Sketch**
LinkedIn Feb 2020
- **UX & Web Design Master Course**
Udemy March 2017
- **Human-Computer Interaction**
Coursera Aug 2014
- **HTML & CSS**
Codecademy May 2013