

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 create valuable and usable solutions, never let people down, and stay open-minded.

EXPERIENCE

Senior Product Designer

Carrus (acquired by Penn Foster), Lehi, UT

Jun 2021–Present

@ Penn Foster, an E-learning education and training provider:

- Lead the design of the Penn Foster Student Portal
- Mentor and guide aspiring team members
- In close collaboration with developers, create and maintain an MUI-based design system: fully customizable components in Figma accompanied with detailed guidelines on when and how to use them

@ Carrus, a Healthcare training Platform:

- Collaborated with engineers to improve the product experience and advocate for human-centered design principles when developing an E-learning platform
- Worked closely with product managers to evaluate user requirements and refine the expected outcome of user stories by writing acceptance criteria
- Communicated design decisions and rationale to stakeholders, articulating design proposals and gathering feedback to ensure consensus and alignment
- Led the design of the Career Portal from start to finish, with a keen eye for details, delivering an elegant and cohesive experience for skilled healthcare workers
- Conducted remote unmoderated usability testing to identify usability problems, collect data, and determine user satisfaction with the platform

Senior UX Designer


Welkin Health, San Francisco, CA


Oct 2020–May 2021

- Developed a design strategy and led the design of CRM software (a Healthcare portal, a No-code editor, and an Admin console), which is used daily by 2K+ customers taking care of 350K+ patients
- Conducted user research (interviews, observations, competitive analysis) to gain insight of user problems, business objectives, and technical constraints, and translate them into solutions that exceeded customer expectations
- Created a new information architecture and a content structure of the Care portal, resulting in nearly 2x client growth and over 37% increase in customer satisfaction 4 months after the launch
- Validated design solutions through prototyping and usability testing, incorporating user feedback for iterative improvements
- Created and maintained the company's first design system based on Ant Design to streamline development processes and maintain consistency
- Thrived in an agile environment by meeting strict deadlines, adapted to ambiguity by thinking quickly and creatively

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 Salt Lake City, UT

SKILLS

- User-Centered Design
- User Research
- Information Architecture
- Interaction Design
- User Interface Design
- Design System
- Wireframing
- Rapid Prototyping
- Problem-solving
- 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
- InVision / 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
- Crafted the design of an open-source mobile browser-based farm management tool
- Translated complex concepts into user flows, wireframes, mockups, and prototypes, ensuring an intuitive and holistic UX

Product Designer

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

- Crafted a component library that increased the efficiency of collaboration between 2 designers and 5 engineers and reduce development time
- Advocated for visual and behavioral consistency across a data analytics platform, ensuring and maintaining a cohesive user experience
- 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 to the launch (the app can be downloaded from [Apple Store](#) and [Google Play](#))
- Led the design 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 user research (interviews, surveys, card sorting, personas, task analysis, storyboards, journey maps) to inform design decisions
- Completed usability testing to validate that the design was intuitive and useful

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%

Co-Founder, Lead Graphic / Web Designer

Integral LLC, Russia Dec 2000–May 2014

- Developed design strategy for 5 scientific magazines with a circulation of 25K+
- Ran the design process from an idea to production
- Designed magazines, brochures, booklets, packaging, merchandise items, event signage, and all things print!
- Collaborated with developers to redesign a website which increased sales by 17%

- **Becoming a Product Manager: a Complete Guide**
LinkedIn Feb 2023
- **UX DesignOps: Working with Developers**
LinkedIn Jan 2023
- **The Simple Way to Conduct a UX Audit**
Udemy Dec 2022
- **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