

Krystian Polański

Product Design • Product Research • Product-Market Fit

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PROFESSIONAL EXPERIENCE

Unravel – Lead Product Designer

Sep 2024 – Present

- Conducted discovery with a B2B startup that resulted in a prototype that won funding for development.
- Researched the marketing team operations on building effective internal collaboration.
- Led 3+ agile teams in creating user-centred and value-oriented solutions.
- Mentored designers and product managers on UX, team leadership, and customer relations.

Intive GmbH – Lead Product Designer

Mar 2023 – July 2024

- Helped a B2B company research business and product needs, existing workflows, and necessary improvements.
 - ◆ The gathered insights helped save 3 months of development and cut its costs by 30% by analyzing the TCO and delivery time of possible development approaches. I've done it in the team with BAs and Tech Lead.
- Designed and developed a new deliveries management software (that had to be released in 6 months) with the following results:
 - ◆ Increased users' productivity by 20%.
 - ◆ Cut the main task completion time by 24%.
- Drove 5 product initiatives with 5 product designers on identifying market opportunities to implement AI solutions in customer solutions. The first concepts and recommendations were delivered in just 3 weeks.
- Helped design and develop design system libraries for 3 companies.
- Led design teams and continuously mentored 10+ designers and product owners.
- Conducted workshops in defining organizational structure with HR, CTO, and Business Unit leaders.
- Worked closely with Account Executives and VPs in shaping the design team structure in Fintech department.

Showpad – Senior Product Designer; Belgium

Jan 2022 – Jan 2023

- Conducted user research and usability testing with 100+ invited global users to understand their work context, challenges, and reasons for using our product.
- Synthesized 22 prioritized areas for impactful improvements.
- Improved the understanding of B2B users among the 3 product engineering teams. It helped make a data-informed roadmap prioritization focused on users' activation and customers' retention.
- Build from scratch a new UI components library that was developed further to the Design System with 6 designers and developers.

Blackberry – Principal Product Designer; Atlanta, GA

Nov 2020 – Jan 2022

- Identified 30+ areas for product improvement after conducting extensive user research and usability testing with 5 customer companies.
- Led a team of researchers, designers, and business analysts in 3+ initiatives simultaneously.
- Showcased the data-informed results to 700+ stakeholders.

intive GmbH – Principal Product Designer;

May 2019 – Dec 2021

- Helped strategically shape a new hybrid office model at the beginning of COVID-19 by running a remote strategy workshop for internal HR, L&D, IT, and VPs. Moreover, I introduced a digital whiteboard tool to key stakeholders to include it in the organization's tool stack.
- Streamlined employee journey in 2 key areas by organizing a design sprint for VPs in HR, L&D, Legal, and Engineering departments. It aligned the efforts to design and user-test new solutions with the biggest impact possible.
- Helped identify 3 areas for improving HR services by interviewing employees and synthesizing results with the HR and organizational SMEs.

Ordnance Survey – Sr. Product Designer + Product Owner; Southampton, UK

Sep 2018 – May 2019

- Conducted user research and designed a new map printing feature in close collaboration with product managers and engineers. The key results:
 - ◆ Decrease the Customer Effort Score of a key user scenario by 30%.
 - ◆ Reduced Time-to-Value of the core features by 40%.

Monterail – Product Designer

Sep 2015 – Jul 2018

- Designed products for 5 companies in the growth phase while aligning efforts to bring a real impact on customers' needs, business goals, and engineering challenges.
- Designed a new UI for Mozilla's Thunderbird mail client that went viral with 38k+ impressions on Dribbble, 1,4k+ on Reddit, and more on the internet. I later aligned work on the new layout with the Thunderbird team.

Datawalk (formerly Pilab) – UX/UI Designer

Sep 2014 – Sep 2015

- Designed 3 products that were focused on solving end users' problems.

EDUCATION

Wroclaw University of Science and Technology Master of Architecture and Urban Planning

May 2014

Core Member of LabDigiFab - using parametric architecture in shaping modern architecture and urban space.
Specialization: Revitalization and Renovation of buildings and urban spaces.

SKILLS & INTERESTS

Interests: Product-Led Growth, Sport coaching, Communication, Countrywalking, Pragmatism, and Stoicism.

Languages: English and Polish speaker, French Advanced.

Technical: Product expertise, Remote workshops; Figma, Sketch, Adobe expertise; Usability testing, User Interviews, Experience Mapping, Team leadership, Roadmap planning, Analytical tools (GA, CUX, Pendo), Stakeholders Management, Agile methodologies, Product and Design Mentoring.