

Sergey Komardenkov

Senior product manager - San Bruno, CA, USA - 650 333 7066
skomardenkov@gmail.com - [LinkedIn](#)

||| Summary

I am a Senior product manager with a core expertise in building human-centered products and services. I lead product teams and deliver end-to-end product work, beginning with early ideas and growing them into full-scale solutions. A graduate of a leading interaction design program (CIID) and a professional with over 10 years of experience in digital product development, I have additional strengths in software engineering, design, and UX research, analytical and data-driven approach, and a focus on achieving clarity and effective teamwork. Recently, I found motivation in working in climate, agriculture, and sustainability.

||| Professional Experience

Product Manager (independent consultant), CA USA

May 2023 — Present

- Conducted in-depth design research and product analytics, and drove internal product strategy work for a hardware/software startup that recently introduced its product to the US market and struggled to get traction. I identified the main shortcomings of the current value proposition, clarified the key needs of the core user, and helped the team set the new product vision.
- For a group of organizations in Indonesia, I helped formulate a vision of a service supporting sustainable farming. I untangled multiple circumstances and views on this initiative, prioritized farmers' and communities' goals, and produced a project roadmap that aligned stakeholders on a common set of values and objectives.

Product manager at Sustainable Systems Research Foundation, CA USA

May 2022 — Present

- Led foundational qualitative research into the experience of small-scale farmers and co-developed a sustainable agriculture workshop curriculum based on the research findings. The program has proven to be effective for the specific group of farmers we focused on. We are now in our third cohort of participants (2023-2024).

User Experience Researcher at Meta (contract), CA USA

December 2022 — April 2023

- Delivered a large-scale internal UX research project interviewing dozens of professionals at Meta. Used research findings to set concrete goals for a top-priority software development project and help four Meta teams synchronize their user-centered design efforts.

Product Manager at EVOTOR (fintech), Moscow, Russia

April 2019 — January 2021

- Refined the strategy and roadmap for a key SaaS product - a financial dashboard with an audience of 300K+ SMBs. Within 4 months since joining the company, conducted foundational research into user experience, identified product opportunities, and led a redesign effort, resulting in a 25% increase in user retention and a 30% boost in conversion to active users.
- Assembled a remote product team and managed end-to-end development of a new mobile app that, assured by the user-centered design approach, quickly got traction.
- Launched a pilot integration between Evotor's suite of products and a major food delivery network (1M+ clients), entering new market segments and revenue streams.
- Led the implementation of user-centered practices across the org by organizing internal workshops on UX research and training and advising individual product teams in their research planning and research activities.

|| Skills

- User-centered research and design
- Product analytics
- Unit economics
- Product strategy
- Agile methodology
- Scrum framework
- JTBD methodology
- Service design
- Interaction design
- Backlog management
- Technical writing
- Communication and presentations
- User stories and journey mapping

|| Tools

- JIRA / Asana / Miro
- Google Analytics / Amplitude
- SQL
- Excel
- Intercom
- Adobe CC / Figma
- HTML / CSS / JS
- Java / PHP / Python / PL/SQL

|| Additional education

Climatebase Fellowship

May 2023 - July 2023

"Reforge", "Go Practice" and "Product Heroes"

courses on product management

2019 — 2023

"The Paris Agreement as a Sustainable Development Agenda", UN System Staff College

May 2022 — June 2022

"Soil Advocate Training" (regenerative agriculture), Kiss the Ground

October 2021

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

January 2016 — March 2019

- Led over 10 design and user experience research projects conducting over 100 in-depth interviews with users and business representatives, over 50 usability assessments, and multiple contextual inquiries. Designed and tested over 20 versions of low-fidelity and high-fidelity prototypes of various digital products and experiences.
- Elevated the experience of more than 500,000 users of various digital services as I guided clients in making transformative and effective changes in value propositions and product strategies.
- In a key project for the consultancy which later became the highlight of our portfolio, I helped software engineers significantly improve the speed of their work by introducing easy-to-follow guidelines and design documents. This ensured the launch of a mass-market digital product in telecom within just 6 months of project initiation.
- Served as the go-to person for presenting our work to clients and representing the company at international conferences and events. This allowed me to highlight our brand and expertise, retain clients for new projects, and secure multiple new clients.

UI and UX Designer (2013-2014), Software engineer (2011-2013)

at **TSYS** (fintech), Moscow, Russia

February 2011 — December 2014

- As the leading UI designer I significantly improved user experience by reorganizing the design system for all the visual interfaces and implementing top-level UI solutions in dozens of projects.
- As the senior software engineer, successfully completed and deployed 5 projects integral to the overall product functionality (the product is a card payment system processing and transaction analytics software).

||| 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, NY USA

September 2007 — December 2010 — GPA 3.97 and a diploma with Highest Honors