Sergey Komardenkov
Senior UX Researcher

San Bruno, CA, USA - 650 333 7066 - skomardenkov@gmail.com - <u>LinkedIn</u>

‖‖ Summary

- Eight years of user experience research in software and hardware for B2B and B2C markets, including AR/VR and wearable technology.
- Skilled in end-to-end UX research—from product discovery to design evaluation and data analytics.
- Strong communication skills and a deep attentiveness to participants' needs and experiences.
- Unique background in interaction design and software engineering, offering a multidisciplinary approach to user experience research.

‖‖ Professional Experience

UX Researcher
(freelance consultant)
CA USA

May 2023 — Present

- Lead product discovery, concept testing, and co-developed product strategy for an innovative professional networking startup.
- Led qualitative user experience research and product analytics, co-developing the go-to-market strategy for an edtech startup entering the U.S. market.
- Executed user research studies for three consulting projects with hardware and software startups focused on sustainability and climate.

UX Researcher
at **Meta**
CA USA

Dec. 2022 — Apr. 2023

- Organized and led a major internal UX research study at Meta, using insights to set objectives for a critical software initiative and align four teams on user-centered design approaches.
- Co-developed Meta's annual engineering survey, ensuring clear and effective question formulations to capture workplace experiences.

**UX Researcher,
Product Manager**
at **EVOTOR**
Moscow, Russia

Apr. 2019 — Jan. 2021

- Established UX research practices across the fintech organization, onboarding five product teams.
- Increased user retention by 25% and active user conversion by 30% in a software product with over 500K users.
- Drove growth in paid subscriptions by implementing in-product sales mechanics using product analytics, A/B testing, and survey insights.

UX Researcher, Designer
at **Lab Wonderfull**
Moscow, Russia

Jan. 2016 — Mar. 2019

- Directed six qualitative research studies for a design consultancy, overseeing teams and conducting over 200 in-depth interviews, in-context observations, and usability assessments.
- Facilitated workshops and managed communications to align stakeholders on problem definition and co-develop solutions.
- Coordinated audio/video/translation setup for three design conferences, ensuring seamless operations for attendees and speakers.

UX/UI Designer
Jul. 2013 — Dec. 2014

- Revamped the flagship fintech product's legacy design with a user-centered approach and modern UI best practices.

Software Engineer
Feb. 2011 — Jun. 2013
at **TSYS**, Moscow, Russia

- Delivered five essential software development projects with meticulous attention to detail and thorough technical documentation.

||| Education

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

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

||| Skills

• Qualitative and quantitative
user experience research
- • In-depth interviews
- • Contextual inquiries
- • Tangible / digital concept testing
- • Usability assessments
- • Surveys
- • A/B testing
- • Card sorting and co-creation

• User stories and journey mapping
• Rapid prototyping
• Service design
• Interaction design
• Product and data analytics
• Technical writing and documentation
• JTBD methodology
• Communication and presentations

||| Tools

• Adobe CC / Figma
• Lookback
• Qualtrics
• JIRA / Asana / Miro
• Google Analytics / Amplitude
• Intercom
• SQL
• HTML / CSS / JavaScript
• Java / Python / PHP / PL/SQL

||| Additional education

"Reforge","Go Practice"
and **"Product Heroes"** courses
on product management
2019 — 2023

UX AI Lab ➤
5-week course on using AI in user
experience research, data analysis,
and synthesis
2024