

Résumé

Radostaw Jankowski. Design leader for complex B2B platforms.

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Summary

Design leader with over 10 years in product design and six years managing design teams, working on complex B2B platforms: process automation, property management and enterprise learning. I build and rebuild teams, set up the process and design systems that let them ship with engineering, and back decisions with research. Recently I have been bringing AI into both the product and the team's workflow.

Experience

● Unik System Design ●



Lead UX/Product Designer

Nov 2025 to present · 1y

- Took over a team of three designers, a PO/UX hybrid and a technical writer, and restructured it into a team of six across four product areas (Platform, Administration, Facility Management, Finance), each designer partnered with that area's product owners.
- Hired three designers (one senior, two mid-level) for skills the team lacked, including AI-assisted design and workshop facilitation. Owned recruitment end to end.
- Drive the HabiCen design system: secured buy-in, direct the team building it in Figma, and work with frontend engineers and architects on its adoption in Storybook.
- Own the team's operating model and budget: a PRD-led design process (in pilot), Figma Organization licensing and structure, design intake in Azure DevOps, and Figma MCP handoff guidelines agreed with the lead frontend engineer.
- Took Global Search, Customer 360 CRM and the navigation redesign from PRDs, flows and conceptual models into development, including an interactive React prototype for Global Search. Now shaping Facility Management, a new product area.
- Facilitated a two-day on-site workshop in Vejle with product owners that set the direction for HabiCen's navigation and information architecture.
- Built the case for AI-assisted product design, approved by the CEO, CPO and CTO. Now own the team's AI tooling budget and adoption.
- Wrote UI acceptance-criteria standards that an AI refinement agent now applies to real user stories.

● Hyland



Lead UX Designer (L4)

Sep 2022 to Oct 2025 · 3y 2m

- Led a four-person design team on Automate Studio and restructured it, hiring two designers. Worked in a global product organization from the US to India, contributing to the Automate, IDP and RPA roadmap.
- Turned an insight from solution builders into a reusable-artifacts program: selective import with dependencies preserved, then a Hyland-maintained template repository, with discovery and initial wireframes for a client marketplace.
- Reached 72% adoption among active clients and solution builders within six months and over 200,000 imported artifacts, and cut help-desk tickets from early users by 20%. Solution builders created 300+ reusable templates.
- Designed the Studio Form Builder. Usability studies with customers showed task completion about 25% faster.
- Prototyped prompt-based BPMN process building, which shaped the prompt-based design now shipped in Automate Studio. Also designed early iterations of agentic support.

- Drove discovery and delivery of REST API connectors for the BPMN process canvas.

• SDH



Head of Product Design

Oct 2020 to Sep 2022 · 2y

- Co-authored the department's design principles, career ladders, critique rituals and talent programs, and partnered with 365 Studio on a complete company rebrand.
- Scaled the team from 3 to 16 designers (including freelancers), owning hiring, career paths and team structure.
- Partnered with the Head of Engineering on two design systems, for Angular (built on Ant Design) and React, with Figma as the source of truth.
- Standardized the process from discovery to delivery in a double-diamond, dual-track agile loop with clients.
- Cut delivery time by roughly 20 to 30% against PM estimates, mainly by saving days in discovery. Retained four client accounts and expanded them with additional designers.
- Introduced OKRs for the design team. Over the following year, client satisfaction rose from 7.5 to 9.2 out of 10.
- Designed the company's internal resourcing and time-tracking platform, rolled out company-wide.

• Northpass (acquired by Gainsight)



Product Design Lead

Mar 2019 to Sep 2020 · 1y 7m

- Worked with product and engineering on new features and a scalable design system. Mentored junior designers and modernized the brand.
- Designed and shipped, with Northpass's principal engineer, a custom learning platform for Uber in Latin America built for learners with low literacy, using Uber's design system with their San Francisco design team: voiced lessons and podcasts, read-aloud for quiz text, and visual-first tutorials.
- Redesigned the platform around learning paths for Airbnb hosts, and adapted it for Zomato to train over a million delivery drivers in India.

• Objectivity (acquired by Accenture)



UI/UX Designer

Feb 2017 to Mar 2019 · 2y 2m

- Designed the UI of an internal property management platform for Knight Frank.

• EY



Art Director

Aug 2015 to Feb 2017 · 1y 7m

- Art direction for global initiatives across EMEA and the Americas, including DNA of the CFO and EY World Entrepreneur of the Year.
- Moved into the newly formed interactive division to build a global style guide for EY's internal desktop and mobile products.

Skills and tools

- **Methods:** service design, workshop facilitation, double diamond, dual-track agile, Lean UX, design sprints, usability testing
- **Design:** Figma, FigJam, Storybook, Zeroheight, Miro
- **AI and code:** Claude, Cursor, Figma MCP, React prototyping

- **Research and analytics:** Maze, Lookback, Hotjar, FullStory, Metabase
- **Delivery:** Azure DevOps, Jira, Linear, Confluence, Notion

Education

- **SWPS University**, Licentiate in Design and Visual Communication, magna cum laude, 2011 to 2014. Co-founder of the Kwadrat science club. Minister of Education scholarship.
- **University of Wrocław**, Art History, Criticism and Conservation (undergraduate studies), 2009 to 2012
- **Service Design in Practice**, SDT course, 2013, with Thomas Lewé (Volda University College) and Eirik Langås (Scandinavian Design Group)

Languages

Polish (native), English (fluent, C2)