ŁUKASZ CZAPOR

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lukaszczapor.com →

Senior Product Designer with 15+ years in B2B SaaS specialising in scalable design systems and end-to-end redesigns. Proven leader who scaled teams from 1 to 19, now looking for the next challenge, complex products, a team to grow with, and room to make a measurable impact.

SKILLS

Product Design

UX/UI Design

Research

Prototyping

Usability testing

Accessibility

Branding & Identity

Responsive Design

Web Design

Visual Design

Stakeholder Management

English (C1)

Polish (Native)

DESIGN

Figma

Illustrator

Photoshop

InDesign

ANALYTICS

Miro / FigJam

Google Analytics

HotJar / Clarity

EDUCATION

Visual Arts
Master's degree

University of Rzeszów
2006 - 2008

Visual Arts
Bachelor's degree

PWSZ in Sanok
2003 - 2006

EXPERIENCE

Kinguin Senior Product Designer

2024.12 - Current | Hong Kong

- **Leading end-to-end redesign of the marketplace**, owning UX strategy, UI design, and a new design system built from scratch to accelerate future feature development
- Grounded design decisions in **competitive research, session recordings analysis**, and stakeholder and **user interviews**
- **Targeting a 2% conversion rate improvement** within 6 months of launch, and **A/B testing planned for continuous optimisation**

LLInformatics Senior Product Designer

2024.02 - 2024.11 | Warsaw

- **Led end-to-end redesign of a battery passport web app**, delivering new user flows and a scalable **design system** that **reduced interface complexity** for EU regulatory compliance workflows
- Conducted **stakeholder interviews** and **competitive research** to identify critical UX gaps, directly informing the new information architecture

Nethone Senior Product Designer

2022.10 - 2024.01 | Warsaw

- **Redesigned the core UX and UI** of a fraud-fighting **SaaS platform**, improving the clarity of high-stakes decision workflows for fraud analysts
- Created **design system from scratch** for fraud SaaS, **cutting design-dev handoff by 30%**
- Drove **cross-functional collaboration** with PMs and Engineering through structured brainstorming sessions, reducing late-stage design revisions

MPP UX/UI Web Designer → Design Team Lead

2012.04 - 2022.09 | Rzeszów

- Progressed from **solo designer to team lead**, delivering end-to-end **UX/UI for e-commerce platforms** and a **custom product creator web app**, including branding and visual identity
- Scaled the design team from 0 to 19 specialists across UX, UI, and visual design disciplines
- Mentored designers at all seniority levels, contributing to several internal promotions over the team's growth period
- Fostered a design culture by implementing shared processes and standards, improving output quality and team alignment