

Polina Karpova

Senior Product Designer | Montenegro / Remote

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I design banking and B2B products. My work includes payments, credit products, internal tools and design systems. I work with product managers and engineers, from research to launch.

EXPERIENCE

Alfa-Bank

Nov 2023 - present

Senior Product Designer

- Designed and launched a return request flow for transfers sent to the wrong person within Alfa-Bank. Created sender and recipient flows, notifications and request statuses. Developed the in-app approach after the initial chatbot concept.
- Launched in-app credit documents, cutting support inquiries by about 10,000 per month.
- Designed an internal no-code tool for managing error messages across mobile and web versions.
- Designed mortgage features, including payments from another account and a breakdown of interest and principal. Built and updated components for the BDUI design system.

SuperJob

Jun 2021 - Oct 2023

Product Designer

- Led design for the B2B employer product. Delivered 120+ projects, from research and prototypes to developer handoff.
- Designed and launched a new business model that increased registrations by 6% in its first month.
- Designed employer analytics, reducing calls about reports by 45%. Built UI components and a design system for a real estate sub-brand.

TEACHING

Yandex | Product design teacher | 2021 - 2026

Ran 60+ live sessions, onboarded 22 instructors and reviewed 500+ student projects.

HSE University | Lecturer, Faculty of Computer Science | 2025 - present

EDUCATION

Bureau Gorbunov Design School | 2021

Les Roches | MA in Management | 2015

Plekhanov Russian Economic University | BA in Management | 2014

SKILLS & LANGUAGES

UX/UI · Research · Prototyping · Design systems · Figma · JTBD · CJM · BDUI

English: fluent · Russian: native · Serbian: beginner