Olya Androsik

PRODUCT DESIGN & RESEARCH LEADER

Valencia, Spain — remote across EU & US time zones · olgaandrosik@gmail.com · olyaandrosik.com · linkedin.com/in/olyaandrosik · Belarusian, Ukrainian and Russian (native) · English (native-level fluency) · conversational Spanish and Italian.

PROFILE

Design and research leader with 15+ years across consumer commerce, mobile products, regulated healthcare, enterprise platforms and AI-enabled products. I lead the work from customer insight to product decisions, and build the teams, research practice and shared standards that carry it forward.

EXPERIENCE

UX Design Lab, LLC — Director of Design Operations & UX Strategy

2025 – Present

Remote from Valencia, Spain · consulting for design organizations

- DesignOps and UX strategy across product design, accessibility governance and AI-ready transformation.
- Research, testing and application of the Team Capability Engine methodology by Pavel (Designer of Thought) — capability diagnostics, mentorship pathways and evidence-based team development, delivered as a consulting service.

Brady UX — Co-Founder; Head of Product Design, DesignOps, Strategy & Ethical AI

2023 – 2025

Eight-plus AI-focused client engagements

- Built a practice around responsible AI product work: explainability, recovery paths and human accountability designed into the interaction model.
- Led product design for FIRST90, an AI-enhanced onboarding and micro-learning product. Reported improvement in 30-day engagement: 25%.
- Delivered visible progress and feedback systems with keyboard-accessible interaction.

Wayfair — Senior Manager, Product Design & Design Operations

2021 – 2023

Led Design Operations for a 160+ person design organization; led 15+ designers, managers and partners

Led governance and practice across onboarding, education, research operations, tooling, and 40+ method and practice guides.

- Led the toolchain migration for 60 of 180 designers: 15% less time on design projects, 30% lower development effort, $257K annual savings, 87% of designers reporting greater craft confidence.
- Internal B2B redesign reported 20% lower business expense and 15% greater service efficiency within a year.

Abbott Laboratories — Manager, Global Design Operations

2018 – 2021

Up to 22 designers across six time zones · consumer and enterprise users in regulated healthcare

- NAVICA COVID-19 testing platform: joined at the initial brief, led discovery with senior leadership, created the early MVP prototype used in concept-validation discussions, recruited the team and led an 18-month program across five connected products. Growth from 10K daily users two weeks after launch to 100K by Sprint 10.
- Service blueprints developed with CDC clinicians; clinical workflow observation informed authentication and task flows compatible with gloves and face shields.
- Stewarded a shared design system across 15 country sites, reducing design and development debt by 30%.
- Enterprise tooling subject-matter expert with Adobe XD's product team (2018–2019), shaping functionality for Abbott's enterprise rollout.
- OVA (2019): directed a five-week AI-assisted IVF support proof of concept with clinicians and data scientists.
- Abbott President's Award, presented by CEO Robert B. Ford.

Arrive — Senior Product Designer / Design Lead

Oct 2017 – Sep 2018

Led six UX resources · desktop, mobile web and native apps

- End-to-end redesign of the consumer parking experience, including the partner integrations that brought parking inventory into the booking journey.

The Home Depot — Senior UX Architect

2016 – 2018

Accounts, cart, checkout and Save for Later

- Owned the account, cart and checkout experience; led the one-page checkout design — reported +23% checkout conversion.
- Led design and integration of Save for Later — reported 15% revenue increase among customers using saved items in the first two weeks.
- Forbes reported that Home Depot's simplified online checkout cut customers' process time by 20% on average; I led the one-page checkout experience design.

One Technologies · JCPenney × Sephora · AT&T · CBRE — Product design & UX roles

2014 – 2016

- One Technologies: research, testing and redesign of iOS and Android consumer-credit products — reported +32% mobile engagement and +20% conversion.
- Sephora × JCPenney Beauty Insider integration: led customer interviews, comparative flow testing and interaction design. Compared flows moved sign-in/up interaction from 12% to 46% and sample engagement from 42% to 63%; the experience moved into checkout. Separate mobile rewards work reported 11% greater enrollment and 15.84% greater account linking.
- AT&T and CBRE: telecom and commercial real-estate product engagements.

CAPABILITIES

- Product design leadership; consumer commerce and mobile experiences
- User research, comparative testing and research operations
- Hiring, coaching, career frameworks and distributed team leadership
- Design systems, accessibility governance and UX metrics
- Responsible AI patterns, human-in-the-loop workflows, explainability
- Service design, discovery and complex B2B SaaS

EDUCATION & RECOGNITION

- MICA — BFA, Interactive Design and Art (Presidential Scholarship)
- IDEO U — Human-Centered Service Design
- Abbott President's Award, presented by CEO Robert B. Ford
- Speaker, ADVATERA — design leadership and design operations
- Auro Prism — independent research in progress on thoughtful AI, neuro-inclusive systems and human judgement

Figures above are as reported by the organizations concerned and describe the initiatives named. Full case studies, including research evidence and decision detail, are at olyaandrosik.com/work.