Ilia Mishin

Product Designer · Moscow, Russia · Open to relocation and remote work

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Summary

Product designer in fintech. For the past four years I've worked on digital banking: cross-platform search and an online bank serving 5M+ monthly active users. I take features end to end, from research and concept to validation and release, ground decisions in data, and build AI into the everyday design workflow

Experience

Product Designer, Gazprombank Apr 2022 – Jul 2026

One of Russia's largest banks. Owned two areas of the online bank: end-to-end search with an AI assistant and the home screen. Before that, credit cards and internal banking tools

- Redesigned the search journey and launched an AI assistant: successful search sessions +85%, satisfaction score up from 2.6 to 3.5 out of 5
- Launched home screen customization: weekly widget additions +60%, monthly feature adoption +12%
- Redesigned the credit card Balance screen: complaints on key topics −30%, screen DAU +13%
- Replaced manual JSON editing with an admin panel for the credit card storefront: edits now reach production in 10 minutes instead of an hour
- Prepared product concepts and vision for VP-level reviews and refined solutions based on leadership feedback
- Ran A/B tests and qualitative research with the UX research team; validated decisions with Yandex Metrica, AppMetrica, and Pathway self-serve tests
- Initiated improvements and designed custom components for the design system

Internet Editor, Radio Mayak, VGTRK May 2018 – Apr 2022

Ran the station's social media and YouTube live streams. Helped train an ML classifier for news headlines: labeled data and checked categorization quality

Education

NUST MISIS, Moscow — Master's degree, Industrial Design 2021

NUST MISIS, Moscow — Bachelor's degree, Graphic Design 2019

Skills

Figma, prototyping, UX research, usability testing, A/B testing, product metrics, Yandex Metrica, AppMetrica, Pathway, AI tools in the design workflow (Claude Code, Figma MCP)

Languages

Russian — native, English — B2 (upper intermediate)