

KLAUDIA SKIBA

PRODUCT LEAD & PRODUCT DESIGNER

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PROFILE

Product Lead and Designer managing a team of 3, with 2+ years shipping AI-driven SaaS products to enterprise clients. Building tools for designers in my spare time. Specialise in designing safety and agency patterns for AI products, defining how teams measure AI quality, shipping design systems that scale across engineering, customer face-time and cross-team collaboration. Trilingual (Polish, English, Spanish).

EXPERIENCE

Product Lead & Designer · Resolutiion

Sept 2024 - July 2026

AI for conflict, complaints, disputes & claims · enterprise AI

- Designed safety and agency patterns for an AI that takes real action on users' contracts: tiered autonomy model, reversibility as first-class state, source-linked insights. Became core to enterprise pitches.
- Defined how the team measures AI quality with a three-layer framework (correctness, fitness, trust) and three orthogonal product metrics. Created shared language across design, ML, and product.
- Co-built a design system with engineering: Figma library + Storybook. Cut delivery time by 30%, adopted across the product.
- Onboarded 2 enterprise clients (~600 users); helped secure 3 new contracts through pitch-ready demos.
- Led a team of 3 designers across product surfaces; partnered with senior leaders on product strategy and north-star vision work.

Product Lead · Building Flowprint

Jan 2026 - Present

- Building a pre-Figma design process tool helping designers think in systems before they ship.
- Removes the perspective barriers between engineering, QA and design, allowing for a faster delivery.
- End-to-end delivery: discovery, methodology (synthesising OOUX with event-state-surface frameworks), and roadmap.

Lead Product Designer · Nuumad

Mar - Sept 2024

Health consultation SaaS platform

- Redesigned onboarding flow: reduced time-to-complete by 5 minutes and lowered user errors by 20%, validated through usability testing and heatmap analysis.
- Sped up design cycles by 25% by consolidating components into a scalable design system.
- Partnered with developers and marketing to align product improvements with commercial goals; contributed to closing 3 major clients.

Product Designer · LK Consulting

Feb - Mar 2024

E-commerce website redesign

- Redesigned appointment booking and added an e-commerce element: cut Time-on-Task by 10 minutes and saved ~10 hours of staff labour per week.
- Facilitated stakeholder meetings and translated business priorities into design decisions across desktop and mobile.

SPEAKING & THOUGHT LEADERSHIP

- 15-min talk, April 2026: Trust in AI-driven product design: how the shift from traditional HCI/UX to situated AI changes trust dynamics, and how designers can calibrate them.

EDUCATION

Product Design - King's College London

(first-class) 2023 - 2024

Capstone: hospital appointment booking app; led a team of 4 designers, ran usability testing across 17 clinics, saved ~5 hours/day in phone-based booking labour.

BA Spanish with Management - University of East Anglia

(first-class) 2018 - 2022

Exchange - Universidad Nebrija (Madrid) & Universidad de Zaragoza
2021

SKILLS & TOOLS

Design: Product discovery & UX strategy · Designing for AI products (safety, agency, trust calibration)
Design systems · Information architecture · Accessibility · Prototyping & usability testing

Methodology: AI quality frameworks · OOUX · Event-state-surface frameworks · Systems thinking ·
Hypothesis testing

Leadership: Cross-functional collaboration with engineering, QA & sales · Leading a team of 3 ·
Stakeholder communication · Mentoring

Tools: Figma · Claude · Lovable · Cursor · Hotjar · Miro

Languages: Polish (native) · English (fluent) · Spanish (fluent)