

JAGODA MALYSZEK

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PROFILE

Product Designer with four years of experience designing high-traffic operational platforms. I specialise in complex environments and constraint-driven B2B SaaS products that demand deep configurability and accessibility. I partner directly with Product and Engineering teams to shape requirements early and take full ownership of the design through delivery. My approach focuses heavily on structural clarity and sustainable design systems.

WORK EXPERIENCE

The Access Group (QikServe) | Product Designer

Edinburgh / Remote, UK | Jan 2023 - Sep 2026

The Access Group is **the largest UK-headquartered software company**. Its hospitality platform operates across 8,000+ outlets in 40+ countries, and the self-ordering kiosk processes 22,000+ transactions daily.

- **Primary design owner** of the self-ordering kiosk product, with scope later growing to cover online ordering and back-office dashboards. Designed for international QSR chains including **Burger King, El Pollo Loco and Costa Coffee**.
- Evolved the kiosk from a rigid layout into a **configurable product**, letting internal teams and operators adapt the interface to each brand, its business needs and service environment through an implementation tool and an operator dashboard.
- Designed for the product's **wheelchair-accessible mode**, defined read order for **ADA audio navigation** in development handoff files, resolved contrast limitations in styling architecture and took part in accessibility audits against **WCAG**.
- Designed solutions for individual clients and prospects to meet the requirements of live deployment, including third-party loyalty and payment integrations, multi-language support and layout adaptation.
- Built and maintained the kiosk **design system** in Figma, defining component structure, variants and configuration rules.
- Ran the kiosk **design backlog** in Jira, feeding product improvements and consistency fixes into feature work and coordinating delivery priorities with developers and product owners.
- Shaped requirements with Product Management and Engineering before briefs were finalised.

Freeport Metrics | Junior UX/UI Designer

Warsaw, Poland | Jul 2022 - Jan 2023

- Worked in a 3-person design team replacing legacy MS Access and Excel workflows with web dashboards for US clients.
- Helped deliver over **500 high-fidelity screens**, managing high data density with contextual navigation and collapsible panels, on a platform tracking subsidy funding for 75,000+ telecom lines across 2,400+ US healthcare facilities.
- Co-led **user interviews** and mapped customer journeys and information architecture across 7 operational departments.
- Contributed to a foundational design system, designing custom icons and constructing new component variants.

Symetria UX | Business Development Specialist (Intern)

Poznan, Poland | Feb 2020 - Jul 2020

Supported business development and client engagement for an agile UX research tool at one of Poland's leading UX agencies, gaining foundational exposure to research methodologies.

EDUCATION

BSc User Experience (UX) Design, Distinction (First-Class equivalent)

Edinburgh Napier University | Edinburgh, UK | 2020 - 2024

Selected Modules: Practical Interaction Design, Human-Computer Interaction, Web Technologies, Modelling for Business, Information Systems in Organisations, User-Centred Research Methods, Creative Technology, Information Interaction.

SKILLS

Skills: Design Systems, Interaction Design, Information Architecture, Accessibility (WCAG), Product Strategy, Product Discovery, Requirements Definition, User Research, Design Ops, Backlog Management, Cross-functional Collaboration, Wireframing, Prototyping, Stakeholder Management, Journey Mapping

Tools: Figma, FigJam, Miro, Adobe Illustrator, Adobe Express, Jira, Aha!, Azure DevOps, AI-assisted design tools (Claude, Figma Make, v0, Windsurf, Devin, Evo Builder)

Languages: Polish (Native), English (Fluent)