

Lucas Munoz

Staff Experience Designer

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STRENGTHS

- 🔍 **Evaluation clarity**
Turned uncertain AI outputs into reviewable evidence. A teammate once called the workflow a welcome relief during a difficult release.
- 📊 **Pattern creation**
Established shared interaction patterns where conventions were missing. Teams began seeking design guidance earlier in platform planning.
- 👥 **Cross functional facilitation**
Connected product, engineering, data science, and research in focused decisions. Tough reviews became calmer and more productive.
- ❤️ **Evidence led design**
Used research, prototypes, and observed behavior to shape workflows. Partners valued seeing design choices grounded in real user needs.
- 🚀 **Trustworthy AI workflows**
Made non deterministic system behavior easier to inspect and discuss. Stakeholders gained confidence without hiding uncertainty.

SKILLS

- | | |
|---------------------------------|---------------------------|
| <u>Experience design</u> | <u>AI evaluation</u> |
| <u>Agentic systems</u> | <u>Production ML</u> |
| <u>Platform design</u> | <u>Interaction design</u> |
| <u>Information architecture</u> | |
| <u>User research</u> | <u>Prototyping</u> |
| <u>Usability testing</u> | <u>Design systems</u> |
| <u>Workflow design</u> | <u>Evidence review</u> |

SUMMARY

Staff experience designer with 12 years of product and **platform design** experience across developer tools, **machine learning**, analytics, and AI workflows. Recent work centers on **AI and agentic system evaluation**, including experiences for defining quality criteria, examining evidence, reviewing non deterministic outputs, and turning findings into product decisions. Creates clear interaction patterns for technical systems where established conventions remain incomplete. Partners closely with research, product, engineering, data science, and machine learning teams, translating complex operating needs into usable workflows, information architecture, prototypes, and reusable design systems. As an early designer on foundational platforms, establishes practical design practices and shared language across teams. Ready to help make **production ML evaluation** trustworthy, understandable, and actionable at organizational scale.

EXPERIENCE

Staff Experience Designer, AI Quality Platform

Signal Harbor Labs 📅 January 2024 to Present 📍 Seattle, WA

Owns experience design for an AI quality platform supporting evaluation criteria, evidence review, non deterministic outputs, and product decisions. Shapes workflows, documentation, reusable patterns, and service practices with product, engineering, data science, and machine learning partners.

- Defined **evaluation criteria** workflows for agentic systems, giving product teams clearer quality decisions.
- Mapped **evidence** review journeys for non deterministic outputs, helping stakeholders assess findings with confidence.
- Established reusable **interaction patterns** for AI evaluation, giving a new platform consistent operating language.
- Prototyped production ML workflows with engineering and data science, exposing usability issues before implementation.
- Facilitated cross functional reviews of **evaluation findings**, connecting evidence with practical product action.
- Documented platform patterns and decision rules, supporting continuity across research, design, and delivery.

Principal Product Designer, ML Platform

Juniper Stack Software 📅 May 2021 to December 2023 📍 Portland, OR

Led product design for machine learning platform workflows, model review, experimentation, information architecture, prototyping, and reusable patterns. Worked as a senior individual contributor across product, engineering, and data science to make technical operations easier to evaluate and act upon.

- Reframed model review workflows around evidence, helping teams compare experiments before production decisions.
- Created **information architecture** for ML platform operations, making complex evaluation states easier to find.
- Built prototypes for experimentation workflows, giving engineering partners testable interaction direction.
- Introduced reusable patterns for technical platform experiences, reducing friction across related product areas.
- Facilitated design critiques with product and data science, turning competing needs into clear decisions.

Product decisions

Cross functional facilitation

LANGUAGES

English Native

Spanish Proficient

MY CAREER

0
MONTHS

- Captured interaction guidance in documentation, improving handoffs across platform teams and implementation cycles.

Senior Product Designer

Atlas Grove Analytics 📅 August 2018 to April 2021 📍 Denver, CO

Designed complex analytics products from research synthesis through workflow definition, **design systems**, and engineering handoff. Connected user needs, information structures, and operational goals across teams that relied on evidence for business decisions.

- Synthesized research findings into analytics workflows, helping users move from evidence toward action.
- Designed information structures for complex reporting, making critical findings easier to interpret.
- Expanded design system patterns for analytics products, supporting consistent implementation across teams.
- Tested workflow prototypes with users, revealing confusing states before engineering handoff.
- Partnered with engineers on interaction specifications, reducing ambiguity during product delivery.
- Led stakeholder sessions around analytics decisions, creating shared direction across product and engineering.

Product Designer

Brightline Product Studio 📅 June 2016 to July 2018 📍 Chicago, IL

Delivered B2B software experiences through research, journey mapping, interaction design, prototypes, usability testing, and iterative delivery. Helped client teams clarify workflows and connect product decisions with user needs and business outcomes.

- Mapped B2B software journeys, revealing workflow gaps that shaped a clearer product direction.
- Designed interaction models for complex tools, helping users complete important tasks with less friction.
- Built interactive prototypes for client reviews, turning abstract requirements into shared decisions.
- Ran **usability testing** sessions, translating observed behavior into focused design changes.
- Coordinated implementation reviews with engineers, preserving intent through delivery.
- Presented research and design rationale to stakeholders, building confidence in recommended workflows.

UX Designer

North Loop Interactive 📅 July 2014 to May 2016 📍 Minneapolis, MN

Supported UX research, wireframes, information architecture, usability studies, visual specifications, and implementation reviews. Built early experience design foundations across client software products while developing practical collaboration habits with research, product, and engineering teams.

- Created wireframes for software workflows, giving teams a concrete starting point for discussion.
- Organized **information architecture** for early products, helping users locate key actions more naturally.
- Supported usability studies, recording observed friction and translating it into design revisions.
- Prepared visual specifications for engineering, clarifying states, labels, and interaction behavior.
- Reviewed implemented experiences with developers, identifying gaps before release.
- Contributed research notes and design rationale, keeping project decisions visible across collaborators.

PROJECTS

AI Evaluation Evidence Workspace 📅 2025

Created a focused workspace for defining evaluation criteria, reviewing evidence, comparing non deterministic outputs, and connecting findings with product decisions. The work explored clear patterns for trustworthy AI and agentic system evaluation at scale.

Production ML Review Patterns 📅 2023

Developed reusable interaction patterns for production machine learning review, experimentation, evidence comparison, and workflow handoffs. Prototypes helped technical teams discuss uncertain results with shared language and practical next steps.

LEADERSHIP & AWARDS

- Staff Design Leadership Recognition, Signal Harbor Labs, 2025
- Platform Design Excellence Award, Juniper Stack Software, 2023
- Analytics Product Impact Recognition, Atlas Grove Analytics, 2020

EDUCATION

Bachelor's Degree in Fine Arts, Interaction Design

Midwest College of Design 🎓 GPA: 3.7 📅 2014 📍 Chicago, IL

Coursework: *Interaction design, user research, information architecture, usability testing*

CERTIFICATIONS

- Human Centered Design 📅 2019
- User Experience Research 📅 2020

TECHNICAL SKILLS

- **Design Tools:** Figma, Sketch, Adobe Creative Cloud
- **Research Methods:** User interviews, usability studies, research synthesis
- **Prototyping Methods:** Interactive prototypes, wireframes, workflow prototypes
- **Information Architecture:** Content structures, navigation models, taxonomies
- **AI Evaluation:** Evaluation criteria, evidence review, quality assessment
- **Machine Learning:** Production ML, model review, experimentation
- **Agentic Systems:** Agent workflows, output review, system evaluation
- **Design Systems:** Reusable patterns, component libraries, visual specifications
- **Delivery Practices:** Engineering handoff, implementation reviews, iterative delivery
- **Collaboration Tools:** Product reviews, design critiques, stakeholder workshops

PROFESSIONAL AFFILIATIONS

- Member, Interaction Design Foundation, 2018 to Present
- Member, Association for Computing Machinery, 2021 to Present

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST