RÉSUMÉ — 15+ YEARS

Lead Product Designer
AI & Enterprise Platforms

I design complex, high-stakes enterprise and platform products across financial services, risk, and data-dense research. The through-line: making system behavior legible enough to act on — designing the surface around intelligence and multi-source data so people can see what the system is doing, how confident it is, and what to do next. I work in Figma and in code, own design systems and handoff, and run an AI-assisted design practice.

Philadelphia Metro Area · luis@luiscielak.com · linkedin.com/in/cielak · luiscielak.com

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SELECTED IMPACT

01 Complex decision-support interfaces. Designed FM Portal dashboards at FM Global that surface claims, supply-chain risk, and location data from multiple systems into a single decision view.

02 Reusable patterns at platform scale. Owned and evolved design systems across FM Global and PMI; raised development velocity 20% at PromptWorks.

03 Designing for trust, review, and failure. Shipped high-stakes workflows at Vanguard and PMI where state must be unambiguous before a person acts.

04 Translating user goals into system requirements. Partnered with research and domain experts at Elsevier and PMI to turn workflows into product requirements, not just screens.

05 Technical fluency in the medium. Front-end build (HTML/CSS/JS, React), browser-based design-to-code prototyping, and an AI-assisted practice taught through Cursor Philly.

PROFESSIONAL EXPERIENCE

Lead UX Product Designer
2025 — Present · Contract

Vanguard · Malvern, PA

Own end-to-end UX for Vanguard’s digital investor experience, from discovery through shipped, reusable design decisions. Defined IA, flows, and high-fidelity designs for investor education and account journeys; delivered annotated specs and design-system-aligned components; led critique and alignment that cut late-stage rework.

Lead UX Designer
2023 — 2025 · Contract

FM Global · Johnston, RI

Owned design for FM Portal, a browser-based self-service platform for commercial property risk serving thousands of risk managers globally. Designed complex dashboards for claims, supply-chain risk, and location transparency; drove data-visualization patterns that made risk legible to non-expert users; evolved the design system across product areas.

Digital Experience Design Lead
2021 — 2025

Project Management Institute (PMI) · Philadelphia, PA

Led UX for a program-level modernization of PMI’s B2B platform, replacing manual and legacy workflows with self-service web experiences — $3.1M in revenue in the first year and $650K saved annually from fraud. Owned the Partner Platform zero-to-one (coupon distribution, certification management) and legacy modernization; translated complex requirements into scalable IA and prototypes, increasing conversions 30%. Owned research and mentored designers.

Design Consultant
2013 — Present · Ongoing

Near-Miss Management · Remote

Design the company’s flagship product: an interactive decision-support system that visualizes process risk and alarm data in oil refineries, increasing information transparency for a more comprehensive operator experience. Partner with stakeholders to continuously reassess needs and improve functionality.

Senior User Experience Designer
2020 — 2021

Elsevier · Philadelphia, PA

Modernized clinical-trial and oncology software; new UI and data-visualization patterns raised user satisfaction 30%.

Senior User Experience Designer
2019 — 2020

Vanguard · Philadelphia, PA

Designed web-based financial planning and retirement tools for thousands of internal advisors; simplified complex investment workflows.

UX Designer & UI Engineer
2017 — 2019

PromptWorks · Philadelphia, PA

Owned experience strategy and front-end build (HTML/CSS/JS); improved design-to-dev handoff, raising development velocity 20%; mentored junior designers.

Adjunct Professor
2016 — 2017

Thomas Jefferson University · Philadelphia, PA

Taught graduate Interactive Design and UX Thesis courses; mentored 20+ students through end-to-end design process.

Design Consultant
2014 — 2017

Mega Supply Pro · Philadelphia, PA

Analytics-driven design across e-commerce platforms (Shopify, Amazon, eBay), driving $1.72M in new revenue.

Design Consultant
2013

Electronic Ink · Philadelphia, PA

Designed an operational-modeling visualization for pharmaceutical regulatory reporting across the product line.

Business Management Analyst / Associate
2008 — 2013

JP Morgan Chase · Newark, DE

Built financial dashboards and web-based reporting that streamlined executive reporting and reduced print usage 80%.

CORE COMPETENCIES

AI product design (human-in-the-loop) · AI/ML experience design · design systems & component libraries · design-to-code prototyping · information architecture · complex transactional workflows · data visualization & decision support · B2B, enterprise & fintech · qual & quant research · usability, accessibility & heuristic review · cross-functional facilitation · legacy modernization.

LANGUAGES

Spanish — fluent. English — fluent.

AI & AGENTIC WORKFLOWS — Cursor AI · Claude · v0 · Figma Make · Figma MCP · Lovable / Bolt

DESIGN & PROTOTYPING — Figma · Sketch · Adobe CS · InVision

WEB & FRONT-END — HTML · CSS/Sass · JavaScript · React · Tailwind · Git

ANALYTICS & METHODS — Power BI · Tableau · D3.js · Python · OOUX · Lean UX · Agile

EDUCATION

MS, Interactive Design & Media
Thomas Jefferson University · 2014

BS, Management Information Systems
Florida State University · 2008

CERTIFICATIONS

Certified OOUX Strategist — Rewired UX Studio, 2024
UX Certificate — Nielsen Norman Group, 2024

COMMUNITY — Cursor AI Ambassador — Cursor Philly. Lead a 1,000+ Philadelphia community (~110 monthly) focused on AI-assisted development; organize monthly meetups and hands-on workshops.

LUIS@LUISCIELAK.COM