

Ryan Brownlow

Founding Designer | Former Head of Design | AI/ML & Systems UX

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Professional Summary

Product design leader with 20+ years across enterprise and startups, building AI-powered and data-intensive products. Scaled teams and design ops, led hiring and career frameworks, and shipped research-driven features that boosted adoption and retention. Deep expertise in Human–AI interaction, agentic UX, and design systems for quality and speed. Partnered tightly with engineering, product, and GTM to deliver measurable outcomes in AI, observability, data intelligence, and robotics.

Achievements

- 5x customer engagement increases
 - 100% user adoption of feature
 - 30% decrease in incident response times
 - Landed \$5m seed funding
 - 80% demo win rate
 - Designed features supporting 500+ engineering teams
 - Reduced order times by 8%
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Founding Designer | Korl | 2022 - Present

AI-powered business presentation agent with deep context

Joined as the first employee and led research for Korl's AI presentation agent, informing product strategy and supporting a \$5M seed, 80% demo win rate, design-partner acquisition, and initial customer wins.

- Co-developed company and product strategy with founders, using research synthesis and partner feedback to prioritize the AI presentation agent roadmap.
 - Designed, executed, and synthesized 30+ studies to validate value proposition and target personas, informing feature prioritization and messaging.
 - Built the v1 design system to accelerate development and improve interface accuracy across early iterations, reducing rework and UI defects.
 - Designed an AI presentation agent for business workflows, moving beyond chat to task-driven experiences that supported multi-step authoring and review.
 - Designed and implemented the marketing site to support early GTM and partner onboarding, enabling design partner acquisition and sales readiness.
 - Created brand identity assets used across product, website, and sales collateral to establish early-market credibility.
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Head of Design and team lead | SisuDData | Oct 2020 - Nov 2022

Machine learning data intelligence platform (acquired by Snowflake)

Grew the Design team from 2 to 5, redefined hiring and career ladders, increased design team trust through quality and delivery consistency, and led design of Key Driver Analysis tools.

- Led design of the Key Driver Analysis tools for analyzing millions of data points with Machine Learning algorithms.
- Upleveled team maturity by implementing and mentoring team on research processes and cadences for discovery and validation.
- Implemented a design system to increase UI consistency and reduce defects across the product surface area.
- Facilitated recurring research-share sessions to expand design's influence with engineering, product, and GTM teams.
- Partnered with HR to redesign the hiring process, reducing interview rounds by 2 and increasing time-to-hire speed.
- Defined a career ladder for ICs and management tracks for designers, improving team engagement and loyalty.
- Wrote all team OKRs and defined KPIs for 6 quarters, achieving 80% of OKRs.

Senior Product Designer | LightStep | Sep 2018 - Sep 2020

Observability and microservice monitoring (acquired by ServiceNow)

As team lead, established research-driven design processes that accelerated feature delivery and achieved significant increases in user engagement and feature adoption.

- Achieved 5x user engagement increase and 100% user adoption of new features.
- Designed deployment monitoring interface used by 500+ engineering teams, reducing incident response times by 30%.

- Implemented user research practice across the product team, increasing influence on product strategy and improving feature velocity and launch success.
- Conducted workshops with engineering, sales, and customer success teams and shared research knowledge, increasing the trust and influence of the design team.
- Led data-driven design initiatives by defining success metrics and measurement processes, improving team performance and communication.

Product Design Consultant | Creator | Jan 2017 - Sep 2018

Robotics and AI-powered restaurant technology

Led research and design through real-time user observation and research sessions, informing product decisions that reduced order times by 8%.

- Conducted research and design for a series of tools to manage a robotic burger-making system including customer interfaces, staff management tools, and robot control systems.
 - Defined interaction patterns for human-robot collaboration in a food service environment, reducing design and development cycles to 1 week.
 - Created visual design system in Figma and Framer for interfaces across web, iOS, Android, and custom robot interfaces, reducing design and development cycles and decreasing UI bugs.
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Key Skills & Expertise

Hard Skills: User Research; Research Synthesis; Design Systems; Interaction Design; Prototyping; User Testing; Human–AI Interaction; Conversational UI; Figma; HTML/CSS; React; Next.js; Rive; Unicorn Studio; Front-end Development; AI Agent Creation; Claude; Cursor; Design Hiring; Design Ops; Research Ops; Design System Governance; OKR & KPI Definition; Information Architecture; Data Visualization; Usability Benchmarking; Accessibility (WCAG); A/B Testing; Prompt Engineering; Workshop Design for Research; Design Documentation; Jira; Miro; Storybook; Git; Analytics

Soft Skills: Product Strategy; Business Strategy; Team Building; Cross-functional Collaboration; Communication; Stakeholder Management; Influencing Without Authority; Mentoring & Coaching; Process Design; Decision Making; Problem Solving; Workshop Facilitation; Change Management; Strategic Thinking; Experimentation; Design Leadership; Hiring Process Design; Career Ladder Development; GTM Facilitation; Executive Communication; Roadmapping; Outcome Mapping; Metrics Storytelling; Conflict Resolution; Vendor Management

Education

California College of the Arts — Illustration, 2001
Clemson University — Graphic Communications, 1999

Notable Projects

Adobe - Early social media marketing platform (2010)

Creator - Robotic restaurant UI (2019)

Korl - First AI presentation agent with business context (Current)