

URIAH JACQUEZ

Design Manager | AI-Native Professional | Product & Platform Architect

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OVERVIEW

AI-focused design leader with deep experience shaping complex, mission-critical platforms into intuitive, scalable user experiences. I lead teams and design systems that bring clarity to highly technical environments, partnering closely with product, engineering, and platform stakeholders to deliver cohesive, high-quality products.

Recent work focuses on AI-native interfaces and agent-based systems, designing interaction patterns, orchestration flows, and retrieval-based experiences that make advanced capabilities usable and trustworthy. I bring a balance of strategic thinking and hands-on craft, helping teams ship quickly while maintaining a high bar for quality.

EXPERIENCE

AI Product Designer / Systems Architect | Future Star & New Harbinger *December 2025 – Ongoing*

- Designed and deployed multi-agent AI systems using classification, routing, and retrieval-based architectures (RAG + vector stores)
- Built domain-specific AI assistants for sports and publishing, translating complex workflows into guided user experiences
- Defined interaction patterns for AI-native interfaces, including structured outputs, prompt orchestration, and agent coordination
- Implemented enterprise-grade safety protocols through dedicated guardrail nodes, ensuring brand-safe interactions and data privacy.
- Developed reusable architecture for rapid deployment of AI assistants across industries
- Created end-to-end product experiences, from UX flows to working prototypes and deployable systems

Selected Work:

- [FutureStar AI Assistant](#) — Local sports AI system for scheduling, fees, and FAQs
- [New Harbinger AI Assistant](#) — Publishing assistant supporting discovery, support, and operational workflows

Senior Architect & UX/UI Designer | TCS, Kaiser Permanente *January 2019 – June 2025*

- Played a key role in the enterprise UX migration of Kaiser Permanente's portal from WordPress to ServiceNow, improving navigation, performance, and overall usability..
- Led end-to-end design of a large-scale enterprise platform using ServiceNow, supporting mission-critical internal operations

- Created and scaled a unified design system, improving consistency across multiple business units and products
- Translated complex technical requirements into clear, usable workflows across role-based systems
- Defined modular UI architecture, reusable components, and interaction patterns for complex, role-based workflows
- Partnered closely with engineering to align front-end architecture with scalable design systems
- Drove two major platform redesigns, improving usability, navigation clarity, and overall system performance
- Facilitated design thinking workshops and cross-functional alignment across product, engineering, and business teams

Creative Lead / Head of Creative Services | [Marketo \(Adobe\)](#) *July 2010 – January 2018*

- Led and grew the in-house Creative Services function within Professional Services
- Managed and mentored a team of 6 designers/developers, supporting growth, performance, and delivery across multiple projects
- Built scalable systems for campaign design, landing pages, and digital experiences
- Served as creative lead in pre-sales and client strategy conversations, translating business goals into compelling digital solutions.
- Established design standards, workflows, and pricing models to support global delivery
- Partnered with clients ranging from SMB to enterprise to translate business goals into effective digital experiences

Earlier Career

UX Designer & Developer at [Granicus](#) • Web Designer / Photographer at [7x7 Magazine](#)

EDUCATION

San Francisco State University *May 2005*

Bachelor of Arts in Journalism (Photojournalism & Online Media Focus)

SKILLS

Leadership: Team Management, Mentorship, Stakeholder Communication, Cross-functional Collaboration, Consulting, Project Management, Design Direction

Product Design: Design Systems, Wireframing, Prototyping, Interaction Design, Journey Mapping, Visual Design

AI & Emerging Tech: AI UX, Agent Design, RAG Systems, Prompt Design, Workflow Automation

Tools & Platforms: Figma, Miro, Adobe Creative Suite, Jira, HTML, CSS, JavaScript, AngularJS, Python (working knowledge), ServiceNow, Marketo, WordPress, Mailchimp

CERTIFICATIONS & SPECIALIZED TRAINING

Artificial Intelligence Foundation • Prompt Engineering • AI Foundations: Thinking Machines & Neural Networks • Agile Methodology • Python for Non-programmers • ServiceNow Generative AI, UI Builder, Virtual Agent, Flow Designer, Reporting modules