Eric Guess

Senior Product Designer – Design Systems

Senior Product Designer with over 15 years of experience shaping enterprise software, platform products, and design systems. I bring a balance of product strategy, user empathy, and craft, helping teams translate complex problems into elegant, usable solutions. I thrive in fast-moving, collaborative environments and often serve as the connective tissue that moves ideas from discovery through production without compromising quality.

Contact

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Skills

End-to-End Product Design (discovery → delivery)

User Research & Usability Testing

Interaction & Visual Design

Prototyping (Figma, interactive flows)

Accessibility & Inclusive Design

Cross-Functional Collaboration (PMs, Engineers, Stakeholders)

Design Strategy & Problem Framing

Workshop Facilitation & Stakeholder Alignment

UX Leadership & Mentorship

High-Quality Execution (visual polish, micro-interactions)

Experience

Conduent — *Senior UX/UI Product Designer*
2020 – 2024

- **Built and scaled a responsive design system** from 0→1 for new multi-product enterprise platforms, including design libraries, documentation, governance, and front-end code.
- **Led end-to-end UX efforts** to craft intuitive workflows and scalable UI components.
- **Conducted accessibility audits** and aligned Figma/Storybook components with WCAG guidelines.
- **Promoted cross-functional collaboration** by streamlining communication between design, engineering, and product teams.
- **Ran usability testing sessions** using prototypes to validate designs and guide iterative improvements.

FM:Systems — *Senior User Experience Designer*
2018 – 2020

- **Led the creation of a mobile-first design system**, including code, design library, and documentation for team-wide use.
- **Improved enterprise UX** for facility management solutions focused on monitoring, insights, and analytics.
- **Developed a unified product experience strategy** to integrate multiple acquired tools into a cohesive SaaS platform.

Ultralinq Healthcare Solutions — *Lead Product Designer*
2017 – 2018

- **Streamlined medical imaging workflows** for physicians and technicians using data-driven design and machine learning.
- **Initiated a collaborative design system**, enabling faster iteration and consistent UI across the product suite.
- **Improved communication across teams**, ensuring design scalability as the company grew.

No hand-offs needed.
I'm used to working shoulder-to-shoulder (or Slack-to-Slack) with engineers, from early exploration through to launch and iteration.

Async native.
I've worked fully remote and async for 5+ years, and I'm comfortable writing clear specs, giving thoughtful feedback, and moving work forward without waiting for a meeting.

Craft-focused generalist.
Whether it's refining an interaction or rethinking a flow, I sweat the details and care about how software feels, not just how it looks.

Connective tissue.
I thrive in small, autonomous teams where I can bridge design, product, and engineering and help good ideas ship better.

Earlier Roles — *UX, IA & Front-End Design*
2011 – 2016 | *Various Agencies & Product Teams*

Held several design roles across agencies and tech companies, including **Red Hat**, **Cardinal Solutions**, **Smashing Boxes**, **ReverbNation**, and **AtlanticBT**.

- Delivered user-centered designs for web apps, responsive websites, and SaaS platforms.
- Led redesigns that improved usability and engagement, including navigation UX for Red Hat's Customer Portal and the MVP launch of Stealz loyalty mobile app.
- Created scalable pattern libraries and front-end components to unify digital experiences across products and brands.
- Collaborated with cross-functional teams on global IA, usability testing, and accessible design standards.