

# Chad Dunbar

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## Target Role

Principal UX Designer, AWS Applied AI Solutions

## Professional Summary

Principal-level product designer with 15+ years building enterprise and platform products at scale, working directly with VP/Director-level leaders weekly. Specialize in **AI-native design patterns**, **intelligent agent prototyping**, and **cross-service design systems** that unify experiences across diverse product surfaces. Prototype with intelligent agents (Claude Code) for production releases, reducing design-to-development cycles from weeks and months to days while establishing reusable patterns adopted across multiple teams.

## Skills & Tech Stack

- **AI + Intelligent Agents:** Claude Code (power user), Figma MCP, hands-on agent prototyping for production, AI-assisted design-to-code workflows, trust and transparency UX patterns, prompt-driven workflow design
- **Design Systems:** Component architecture, governance models, design tokens and foundations, documentation systems, contribution workflows, cross-service pattern libraries
- **Product Design:** Platform UX, enterprise workflows, information architecture, interaction design, prototyping, usability testing
- **Technical Fluency:** HTML, CSS, SCSS, JavaScript, Git, GitHub, terminal-based workflows, design-to-code collaboration
- **Tools:** Figma (advanced), FigJam, Jira, Confluence

## Professional Experience

**ACV Auctions - Staff Product Designer | Jan 2017 – Present**

**AI-Native Design Patterns & Agent Prototyping**

- Established reusable AI UX patterns adopted across multiple product surfaces by framing AI output as decision support rather than opaque automation, directly addressing trust and adoption challenges
- Improved user trust during AI processing delays with lower abandonment rates during long-running operations by designing transparent, expectation-setting loading and progress states
- Reduced design-to-development cycle time from multi-week cycles to days in pilot initiatives by designing and leading AI-assisted workflows using intelligent agents (Claude Code, Figma MCP) that validated system constraints early
- Prototype with intelligent agents for production releases, collaborating with engineering teams to ship AI-powered features rather than theoretical explorations

### **Cross-Service Design Systems**

- Increased adoption and consistency of shared UI components, reducing visual drift and implementation ambiguity across products, by leading component architecture, naming standards, and design system foundations
- Established sustainable design system operations with clear ownership, contribution models, and measurable outcomes by defining purpose-driven governance frameworks tied to business value
- Defined cross-product design standards and reusable patterns that unified experiences across enterprise pricing, retail tools, and dealer platforms serving 16,000+ dealers nationwide

### **Executive Leadership**

- Work directly with VP/Director-level leaders weekly, influencing product strategy and driving alignment across Product, Engineering, and Research organizations
- Stabilized a high-visibility CEO-level enterprise pricing initiative with strong platform retention and successful multi-location adoption by introducing phased delivery models aligned across cross-functional teams
- Improved cross-team alignment during organizational change, sustaining delivery momentum during periods of instability, by creating lightweight alignment systems and shared visibility practices

### **Design Org Elevation**

- Elevated junior designers to lead high-impact projects independently, with 3 junior designers promoted to Sr Product Designer level responsibilities within 12 months through strategic coaching, skill-building workshops, and scenario-based training
- Built sustainable mentorship practices that scaled designer capabilities, with mentees navigating ambiguous situations independently, by establishing dedicated 1:1 guidance rhythms and technical workshops focused on system thinking

- Accelerated designer career growth through structured development programs and role-playing sessions to build confidence navigating complex scenarios and stakeholder dynamics

### **Enterprise Systems Design & Delivery**

- Delivered enterprise-ready pricing and configuration systems with componentized logic supporting reuse, extensibility, and compliance needs by translating complex research findings into clear UX and system structures
- Delivered high volume of work with consistency and reliability, among the highest output designers while maintaining quality, by maintaining clear states, acceptance criteria, and execution clarity across initiatives
- Institutionalized documentation and decision traceability with clear audit trails for design decisions and outcomes by establishing structured documentation and feedback tracking practices

### **Rand McNally - Lead Product Designer | Jan 2013 – Dec 2016**

- Designed and built a digital education platform for K–12 classrooms used by teachers and students across desktop and mobile by combining product design and front-end development to deliver interactive learning tools
- Improved delivery speed and consistency across products, reducing build time and improving cross-team alignment, by introducing scalable UI standards and shared design foundations

## **Education**

**B.S., Graphic Design** - Robert Morris University | Summa Cum Laude (4.0 GPA)

**A.A.S. in Paraprofessional Accounting** - Del Mar College | Cum Laude

Accounting Technician Certification