

# Chad Dunbar

**Product Designer, Systems & AI Workflows**

Seattle, WA • Remote / Hybrid [LinkedIn](#) • [Portfolio](#)

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## Summary

Systems-driven Product Designer with 15+ years of experience designing complex enterprise and platform products. I specialize in turning ambiguity into clear, scalable systems across AI-enabled workflows, design systems, and enterprise SaaS. My work blends customer insight, systems thinking, and execution rigor to help teams ship trustworthy, high-impact products in fast-moving and high-stakes environments.

I am currently deepening my AI fluency through structured coursework and applied practice, with a focus on AI-assisted workflows, trust-building UX, and design-to-development acceleration.

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## Core Capabilities

- Systems & Platform Design
  - AI-Assisted Product Workflows
  - Design Systems Architecture
  - Enterprise & B2B SaaS UX
  - Cross-Functional Leadership
  - Research Synthesis & JTBD
  - Design Systems Development & Engineering Alignment
  - Systems Clarity & Scalable Execution
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## Professional Experience

### ACV Auctions | Product Designer

*MAX Digital, ClearCar, Retail Platforms*

2017 – Present

## **Systems & AI-Enabled Workflows**

- Co-led Project N.E.X.T., an AI-assisted design-to-development initiative using Figma MCP and Claude Code to reduce delivery friction and accelerate build cycles.
- Established early benchmarks targeting cycle time reduction from weeks to days and fewer handoff iterations.
- Designed trust-building AI interaction patterns, including long-running and uncertain processing states that reduced abandonment and user anxiety.

## **Platform & Design Systems Leadership**

- Led architecture and delivery of foundational design system components, including a complex pricing Calculator with rebate and accessory scaffolding.
- Defined token logic, naming standards, and component workflows adopted across MAX and Retail products.
- Mentored designers on scalable component architecture, improving consistency and implementation quality.

## **Enterprise Product & Program Ownership**

- Stabilized and shaped New Car Pricing, a CEO-level initiative, by introducing phased sequencing models adopted by Product, Engineering, and Research.
- Translated complex research insights around incentives, compliance, automation, and auditability into clear UX frameworks for enterprise dealer groups.
- Delivered end-to-end ownership of Appraisal Alerts, including research, JTBD definition, lifecycle logic, notification systems, and dev-ready handoff.

## **Cross-Functional Execution & Impact**

- Delivered 150+ UX initiatives with high reliability and low rework across multiple product lines.
- Built operational clarity systems that aligned PM, Engineering, UXR, and leadership during periods of organizational change.
- Partnered closely with Engineering to improve scoping accuracy, reduce rework loops, and increase delivery predictability.

## **Business Impact**

- Supported ACV MAX wholesale fee growth from \$19.5M to \$35.7M (83% YoY).
- Contributed to a 9% increase in vehicles sold via MAX.
- Supported dealer retention at 89% and added 249 new dealers.
- Helped drive a 231% increase in ClearCar Service Lane volume in five months.

2013 – 2017

- Led design direction for web and mobile platforms across navigation and education products.
  - Introduced scalable UI standards and style guides that reduced build time and improved cross-team consistency.
  - Partnered closely with Engineering to ensure feasibility, performance, and quality at scale.
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## AI & Technical Fluency

- AI Fluency: Framework & Foundations (in progress)
  - Google AI coursework (in progress)
  - AI-assisted design-to-code workflows
  - Figma MCP, Claude Code
  - Design systems compatible with AI-driven development
  - HTML, CSS, SCSS, GitHub, terminal-based workflows
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## Selected Strengths

- Brings clarity to ambiguous, high-pressure initiatives
  - Designs systems that scale teams, not just interfaces
  - Balances craft, speed, and trust in emerging technology spaces
  - Trusted partner to Product, Engineering, Research, and Leadership
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## Education

### B.S. Graphic Design

Robert Morris University