Ashley Golen Johnston
Staff Product Designer

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Summary

Staff Product Designer with over 15 years of experience defining vision, strategy, and execution for hyperscaler Enterprise AI and Cloud platforms.

Proven track record of leading cross-disciplinary teams to deliver successful, innovative software. Currently designing human-centered experiences for Google Cloud Platform , focusing on seamless AI-powered experiences across multiple products and services. Recognized with a patent and multiple technical achievement awards.

Experience

NOV. '24- PRESENT

Google | Staff UX Designer,
Google Cloud Observability & Gemini Cloud Assist

- Lead the UX strategy and define the platform vision for AI-powered troubleshooting experiences across Cloud services.

- Drive cross-functional alignment with engineering and product management teams to execute strategic objectives.

- Collaborate with interdisciplinary teams across multiple Cloud products and services to create seamless experiences.

PREVIOUS POSITIONS:
Senior UX Designer, Cloud Observability: *May'21 – Nov. '24*

APR. '19- MAY '21

IBM Watson | Senior Product Designer
IBM Watson Assistant

- Directed the strategic vision and design execution for Watson Assistant's platform, driving design alignment with key business OKRs and influencing the product roadmap.

- Managed and mentored a team of eight product designers, fostering a high-performance, collaborative design culture.

- Invented and championed the Conversational Recommendations interaction pattern, earning a US patent.

PREVIOUS POSITIONS:
Lead Product Designer, IBM Watson Discovery: *Nov.'17 – Apr.'19*
Interaction Designer, IBM Watson Discovery: *Aug.'16 – Nov.'17*

MAY '14- AUG. '16

Branding Brand | Director of Project Design

- Directed and managed a team of designers, overseeing the complete project lifecycle from concept to delivery for mobile experiences (responsive web, iOS & Android apps).

- Cultivated an environment of research-driven innovation to deliver world-class interfaces and interactions for the world's top retailers.

- Oversaw design quality and strategy across entire client portfolio, ensuring design solutions directly supported and achieved client objectives related to mobile revenue and user experience.

PREVIOUS POSITIONS:
Senior Designer: *Feb.'13 – May '14*
Designer: *Feb. '11– Feb. '13*

Innovation & Recognition

PATENT:
Contextual Help Recommendations for Conversational Interfaces Based on Interaction Patterns US 11,243,991
ISSUED FEB, 8, 2022

AWARD:
UX Trailblazer Award, Artificial Intelligence Operations
APR. 2024

AWARD:
Cloud Technical Impact Award, Universal Dashboard Framework
MAR. 2024

AWARD:
IBM Outstanding Technical Achievement Award, Watson Conversational Suggestions
OCT. 2020

AWARD:
IBM People's Choice Culture Award, Radical Candor
OCT. 2020

AWARD:
IBM Outstanding Technical Achievement Award , Watson Recommendations
SEP. 2019

AWARD:
IBM Agile Excellence Award
AUG. 2019

Education

Indiana University of Pennsylvania | BA Art Studio
Summa cum laude
Graphic Design concentration, Art History minor