

CHANELLE HENRY

Senior Product & UX Designer / Strategist | AI Workflows · Research Systems · Complex Product Ecosystems

Philadelphia, PA · Remote-first · Open to travel / relocation conversations | get@chanellehenry.com | 267-616-5022 | chanellehenry.com | linkedin.com/in/chanelleh

PROFILE

Senior Product and UX Designer / Strategist with 15+ years of experience making complex systems feel like they were designed for actual humans across UX strategy, product design, research synthesis, accessibility, public-sector workflows, enterprise SaaS, and AI-assisted tools. Strongest in messy, high-stakes environments where teams need to turn ambiguity into usable structure, clearer product direction, and decision artifacts people can act on.

CORE STRENGTHS

Product & UX strategy | Human-centered AI | AI-assisted workflows | Research synthesis | Service blueprinting | Workflow mapping | Interaction design | Information architecture | Accessibility / WCAG | Healthcare and public-sector UX | Legal/document workflows | Salesforce ecosystems | Design systems | Figma, Axure, Adobe CC | Executive storytelling | Founder/product advisory

SELECTED EXPERIENCE

Principal Product, UX & Research Systems Strategist | Independent Consultancy | Remote | 2011-Present

- Design AI-assisted workflows that keep humans in the loop across research synthesis, health context, therapy prep, task support, and career/story systems.
- Turn early product ambiguity into clear next steps: UX strategy, interaction models, prototypes, research questions, service blueprints, product narratives, and 30-day plans.
- Lead distributed design teams and collaborators across agency, consulting, startup, BCG, Fortune 50, and enterprise environments.
- Partner with founders, executives, product leaders, engineers, and customer-facing teams to translate complex systems into usable product direction and decision artifacts.
- Build reusable frameworks, audits, contributor guides, and documentation systems that help teams align around what matters.

Senior UX Strategist & Accessibility Lead | Cyclotron | Remote | 2024-2025

- Built an AI-assisted research workflow using RAG concepts that turned thousands of messy data points into usable insight 40% faster, with human review still in the loop.
- Wrote an inclusive design playbook that shifted accessibility from checklist compliance into reusable product practice.
- Embedded with product and engineering teams to translate WCAG standards, Microsoft 365 / SharePoint constraints, and implementation realities into delivery-ready UX guidance.

Lead Experience Strategist, Salesforce Platform | U.S. Department of Veterans Affairs via Technatomy | Remote | 2024

- Redesigned high-stakes government forms and service workflows for Veterans, making them clearer, more accessible, and less cognitively exhausting.
- Conducted research with underserved and vulnerable populations, translating findings into product, accessibility, and adoption recommendations.
- Worked across security, privacy, compliance, and technical teams to align Salesforce UX improvements with Section 508, WCAG, federal governance, and delivery realities.

Senior Product & Experience Consultant | Slalom | Remote | 2020-2022

- Created a service blueprint framework, later featured by Miro, that made backend systems, APIs, operations, and front-end journeys visible to teams building the product.
- Led product discovery, UX strategy, research synthesis, and enterprise experience design across complex client environments.
- Supported a Design Center of Excellence, mentoring designers and teams on critique, documentation, design quality, stakeholder advocacy, and cross-functional communication.

Director of User Experience | Bluewolf, an IBM Company | NYC / Remote | 2013-2016

- Led UX strategy and design direction across enterprise Salesforce, healthcare/pharma, B2B SaaS, mobile, and customer experience engagements.
- Designed GSK iKoach, a pharma field enablement experience supporting representative workflows for Sensodyne and Nicorette product education and sales support.
- Advised C-level stakeholders on the business value of UX investment, design systems, research-driven decisions, and enterprise product quality.

SELECTED PRODUCT ARTIFACTS

- Ambient Memory Boundary Map: Speculative UX prototype exploring what personal AI should remember, summarize, ask about, forget, or ignore.
- AI + UX Opportunity Sprint: Productized strategy sprint for founders and teams turning messy ideas, broken workflows, or AI opportunities into clear product direction.
- EDS Medical App: Concept for emergency context, chronic condition tracking, and communicating health information under stress.
- Therapy Prep Assistant: Lightweight tool for turning scattered thoughts into clearer session notes and care conversations.
- CareerOS: AI-assisted system for translating nonlinear experience into targeted resumes, portfolios, and career narratives.

EDUCATION & CERTIFICATIONS

Microsoft Certified: Azure AI Fundamentals (AI-900) | Azure AI Engineer Associate (AI-102), in progress | Google Data Analytics Professional Certificate | Google IT Automation with Python Professional Certificate | Eastern University, B.A. Psychology & Religion | Duke Divinity School, M.T.S. coursework

SELECTED CONTEXTS

Healthcare, pharma, public sector, legal-adjacent systems, enterprise SaaS, Salesforce, accessibility, AI workflows, startups, agencies, consulting, federal modernization.