Chanelle *Henry*

PRINCIPAL PRODUCT DESIGNER & AI PRODUCT STRATEGIST | PRODUCT, RESEARCH & EVALUATION

Philadelphia, PA · *Remote* | 267-788-0349 | get@chanellehenry.com | chanellehenry.com | linkedin.com/in/chanelleh | github.com/chanelle

SUMMARY

Principal Product Designer and AI Product Strategist with 15+ years owning 0-to-1 product direction, research, prototyping, delivery, and success criteria across enterprise SaaS, public-sector systems, and AI-enabled products. I lead discovery through prototype and launch, partnering with design, engineering, sales, and executive stakeholders to turn research, technical constraints, and operational complexity into shippable products, measurable experiments, and reusable systems. My work spans human-centered AI, accessibility, agent evaluation, product strategy, and complex systems. I investigate what breaks, then design what should have existed.

CORE EXPERTISE

AI product strategy · Staff-level product ownership · AI trust & agent workflows · Product discovery & 0-to-1 · Product roadmaps & success criteria · Human-in-the-loop systems · Research synthesis · Enterprise platform strategy · Service design & workflow mapping · Accessibility / WCAG / Section 508 · Salesforce · Microsoft 365 / SharePoint

EXPERIENCE

Principal Product Manager / Staff Product Designer (Fractional) | 2011-Present

Independent Consultancy · Remote

- 2025-Present: Act as Staff PM owning product direction across three AI-enabled product prototypes—AI Trust Assurance, VibeCheck / After the Swipe, and Career Pivot Navigator; define problem framing, product logic, priorities, evaluation criteria, HITL review, experiment metrics, and iterative prototype delivery.
- Create human-in-the-loop research and decision workflows using RAG, prompt/routing patterns, evaluation criteria, human review, and explicit decision ownership.
- Translate early ambiguity into problem definitions, priorities, prototypes, service blueprints, and delivery plans for startup, nonprofit, and enterprise teams.

UX Consultant | 2024-2025

Cyclotron · Remote

Selected project: Beam — enterprise migration platform · Senior UX strategy + accessibility scope

- Built a RAG-informed research workflow that synthesized thousands of data points and cut analysis time 40%, while preserving human review and quality control.
- Created an inclusive-design playbook adopted across product and engineering, translating WCAG requirements into repeatable Microsoft 365 and SharePoint implementation guidance.

Salesforce UX Expert — VA Community Experience | May 2024–Aug 2024

Technatomy Corporation · Remote
Client: U.S. Department of Veterans Affairs

Experience strategy / Salesforce platform scope

- Translated five recurring modernization questions into a 7-area RFI-style ingest framework covering case status/ dependencies, attachments, end-to-end flows, knowledge management, queues, escalation, and reporting during a 4–6 week sprint.
- Partnered with solution architecture through three gated reviews to map fragmented AS-IS community experiences to a unified TO-BE model and prevent bad-process migration into Salesforce Experience Cloud; established token-level Section 508 rules for contrast, type, alt text, and semantic headings.

Senior Product & Experience Consultant | 2020-2022

Slalom · Remote

- Created a service-blueprint framework, later featured by Miro, connecting backend systems, APIs, operations, ownership, and front-end journeys.
- Built Design Center of Excellence practices and mentored consultants on critique, documentation, product quality, and stakeholder advocacy.

Director of User Experience / Practice Owner | 2013-2016

Bluewolf, an IBM Company · New York + Remote

- Established and led a UX practice supporting 70+ Salesforce implementations across enterprise SaaS, healthcare, financial services, mobile, and customer-experience programs.
- Built intake, staffing, design-system, research, prototyping, and design-QA practices connecting UX delivery with product, engineering, sales, and executive teams.
- Led product and experience strategy for GSK, Fidelity Investments, T-Mobile, Moody's, and Western Digital; designed GSK iKoach for Sensodyne and Nicorette field-enablement workflows.

Founder & UX Consultant | 2009-2013

CHD Collective · Remote

- Founded a UX consultancy serving 30+ startup clients and led a distributed team of 10+ designers, developers, and writers; owned client acquisition, scoping, roadmaps, research, prototyping, delivery planning, and team allocation.

Earlier: Researcher & Lead UX Consultant, Duke University · Senior Digital Designer, ViacomCBS · Independent UX, product, mobile, and service-design engagements

AI PRODUCT BUILDS / BUILDING IN PUBLIC

Public work: github.com/chanelle

- 90/10 Agent Benchmark **[PUBLIC GITHUB]**: Applied AI evaluation framework testing whether agents reduce human cognitive load across 30 scenarios and 12 behavioral categories; published methodology, scoring rubric, results, reproduction guidance, and limitations. Reference run: 29 PASS / 1 PARTIAL / 0 FAIL, with fresh-agent isolation limitations documented transparently.
- Carousel Studio **[LIVE PRODUCT]**: Low-spoon, local-first carousel builder that turns eight reusable content formats into an accessible creation workflow; runs entirely in-browser with WCAG 2.2 AA contrast and exports production-ready 1080×1350 assets.
- Career Pivot Navigator **[PUBLIC GITHUB]**: AI-assisted career exploration for neurodivergent and burned-out professionals using LangChain + GPT-4, with CLI and Streamlit interfaces, structured recommendations, and actionable transition plans.
- VisionPT / StabilityLabs **[HIGH-FIDELITY PROTOTYPE]**: Spatial-computing concept for EDS-informed physical therapy, designed around joint stability, proprioception, and accessibility; built with React, TypeScript, and a visionOS-targeted interaction model.

SPEAKING, TEACHING & LEADERSHIP

Speaker and educator at SXSW Interactive, SXSW EDU, RailsConf, Villanova Women in Tech, University of Pennsylvania, Hanselminutes, and CodeNewbie. Created a 43-video Howcast series on design and technology. Artist in Residence at Duke's Pratt School of Engineering, exploring 3D printing and laser engraving as design tools.

SELECTED CLIENTS

IBM · GSK · Microsoft · United Nations · ViacomCBS · BCG · Mayo Clinic · AstraZeneca · T-Mobile · Fidelity Investments

EDUCATION & CREDENTIALS

B.A., Youth Ministry (minor in Psychology), Eastern University · M.T.S. coursework, Duke Divinity School · Microsoft Certified: Azure AI Fundamentals (AI-900)