

LI LU

Senior / Staff Product Designer — AI Decision Support for Government & Defense ·

Active Top Secret Clearance

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SUMMARY

Product designer with **12+ years** owning **end-to-end enterprise and government product experiences**, currently designing **AI decision-support tools for DoD and U.S. Department of State** customers. Works **embedded with mission stakeholders**, translating ambiguous, high-stakes requirements into shipped, **data-dense and map-based workflows**. **Hands-on in code**: builds and ships front-end and AI systems (Angular, Ant Design, HTML5/CSS, Python, published npm package), not just static mockups. Holds an **active Top Secret clearance**, an M.A. in Human Factors, and U.S. Air Force-funded research background in human-automation trust.

EXPERIENCE

Lead UX Designer, Navitas Business Consulting — embedded with government customers Feb 2025 — Present
DoD Chief Digital and AI Office (CDAO) — AI/ML Decision-Support & Knowledge Product (Jul 2025 — May 2026)

- **Owned end-to-end design** — from ambiguous, undefined mission requirements through wireframes, high-fidelity mockups, and interactive prototypes — for an **AI/ML product serving 20,000+ users** that synthesizes policy, contract, and investment data for decision-makers.
- Designed **complex, data-dense analytical workflows**: natural-language Q&A, semantic retrieval, automated summarization, and reporting across large document corpora.
- Designed **explainability and trust patterns** — citation, source presentation, and confidence/uncertainty communication — so analysts could calibrate trust in model output and handle incomplete or low-confidence results.
- **Partnered with Product and applied AI engineers as a peer from project inception**, not at handoff, and socialized design decisions directly with mission stakeholders.

U.S. Department of State — Risk Analysis and Management (RAM) (Feb 2025 — Present)

- UX Lead for an enterprise **case management and risk-vetting platform** in a security-conscious federal environment; own research, interaction design, prototyping, design system, and Section 508 accessibility.
- Shipped the system's **first major redesign (May 2026)**; currently leading a second major rework for **October 2026 release**.
- **Work directly alongside engineers**, maintaining the Figma design system implemented against the **Ant Design production front end** to keep shipped UI faithful to design intent.

Senior UX Manager, National Student Clearinghouse

Nov 2019 — Jan 2025

- Built a modular **enterprise design system** (Angular) from the ground up and **drove adoption across 11+ independent development teams**, generating an estimated **\$1.8M** in efficiency savings over three years — contributing shared interaction patterns back to every product line, not a single account.
- Led modernization with **design tokens and Figma variables**, and directed design governance and company-wide accessibility compliance across shared components.
- Led and coached a multidisciplinary design team; established success metrics combining **behavioral analytics and qualitative insight** with Product, Growth, and Engineering.

Lead UX Architect, Hubbell Incorporated

Mar 2018 — Nov 2019

- Led UX research and design for **ProField** (Aclara, a Hubbell company), a **smart meter deployment management platform** — designing **map-based work assignment, routing, and field dispatch** across large utility service territories, plus the data-dense workflow UI program managers used to track deployment progress.

- Directed UX for a global enterprise platform blending **machine-learning functionality** with human-centered design; designed **AI-driven planning and analytics tools** with predictive insights and adaptive recommendations.
- Partnered with **data science teams** to turn complex model output and large datasets into intuitive **dashboards**; **field studies** drove design changes that **reduced task completion time by 30%**.

Lead UX Architect, *MetroStar*

Dec 2015 — Mar 2018

- Led UX strategy and end-to-end design across **commercial and government client engagements**, including U.S. Department of State programs (OSAC, Bureau of Diplomatic Security; GCTF, Bureau of Counterterrorism).
- **Presented to and won over senior client stakeholders**: co-authored commercial and government proposals that helped **secure a \$75M federal contract**; created and taught an internal eye-tracking curriculum.

UX Designer, *Ecompex* — enterprise workflow products (timekeeping, applicant tracking, e-commerce) Sep 2014 — Dec 2015

Researcher, *George Mason University*

May 2012 — Aug 2014

- **U.S. Air Force—funded human-factors research** on adaptive automation and human-agent trust for **multi-UAV supervisory control** — controlled studies on trust calibration, workload, situational awareness, and principles for balancing automation with human oversight.

AI PROJECTS & OPEN SOURCE

Multi-Agent Conversational Platform — *Designer & Builder*

Mar 2025 — Present

- Designed **and built** a local-first multi-agent assistant with agent-specific memory, shared group context, tool integrations, voice interaction, and iOS access — shipping the front end, not handing off mockups.
- Owned prompt architecture and model evaluation across **AWS Bedrock, OpenAI, Anthropic, Google AI, and open-weight models**; designed observability patterns for streaming, tool-call visibility, fallback states, latency, and uncertainty.

Sostenuto — Open-Source AI Memory System — *Creator*

Mar 2025 — Present

github.com/llu929/sostenuto · npmjs.com/package/sostenuto

- Built and published a **model-agnostic persistent memory layer** for AI agents across sessions and MCP clients, with a structured memory model governing salience, sensitivity, and usage policy.

SKILLS

Product Design: End-to-end ownership, wireframes, high-fidelity mockups, interactive prototyping, complex workflow UI, dashboards, **map-based / geospatial interfaces**, data-dense interfaces, information architecture, design systems and shared patterns

Front-End & Build: Angular, Ant Design, HTML5, CSS, Python, Git/GitHub, npm — comfortable working in the codebase with engineers

AI: Human-AI interaction, explainability, confidence/uncertainty communication, trust calibration, conversational and agentic AI, RAG/semantic retrieval, prompt architecture, model evaluation; AWS Bedrock, OpenAI, Anthropic (Claude), Google AI, MCP

Research: Qualitative and quantitative research, usability testing, experimentation, contextual inquiry, eye-tracking, experimental design, behavioral analytics

Domain: DoD and U.S. Department of State delivery, security-conscious environments, Section 508 / WCAG accessibility · **Active Top Secret clearance**

EDUCATION

M.A. Human Factors and Applied Cognition, George Mason University · **M.A. Communications**, Peking University · **B.A. English**, Beijing International Studies University

Certifications: AI Engineering, LinkedIn Learning (2026) · Python, Meta (2025) · Databricks Fundamentals (2025) · Managing ML Projects, Duke (2025)