

Lucinda Harris

Founding, Principal Product Designer

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Founding Product Designer with 8+ years of experience designing complex B2B SaaS and AI products. Leads work from early research and product strategy through launch and tracking. Builds the design systems, visual language, and UX practices teams need to scale. Recent work includes AI-powered engineering tools that helped customers uncover more than \$200K in unexpected software spend.

EXPERIENCE

Topogy | Founding, Principal Product Designer

2025 - Present

- Building the team's design practices from the ground up. Defining the UX process, research approach, design reviews and day-to-day collaboration model for a fast-moving product team.
- Designed Topogy's first design system and visual language, giving new features a consistent, accessible foundation and making it easier to build cohesive experiences.
- Helped win our first three customers by turning early product concepts into polished, testable experiences and iterating quickly on buyer feedback.
- Designed and launched an AI-powered recommendations engine across AWS, Datadog, Snowflake, and OpenAI. One Series C customer uncovered unexpected Datadog overage charges accounting for 30% of their annual contract spend.
- Established an AI-assisted UX process that has helped the team design and launch four AI-native products in six weeks, reducing average implementation time from four weeks to one.
- Using Figma, Cursor, Claude, and ChatGPT to explore options, prototype quickly, and ship with a small team while keeping product judgment and user needs in the loop.

Catalyst | Director, Product Design

Jan 2023 - 2025

- Built and led a team of four Product Designers, setting clear expectations, supporting career growth, and creating opportunities for greater ownership, which helped two designers earn promotions within my first year as their manager.
- Introduced structured onboarding that reduced designer ramp-up time by 20%, and established company-wide workshops, design reviews, storytelling, and roadmap collaboration.
- Led design strategy through the Catalyst and Totango merger, unifying key patterns and experiences across the combined platform.

Catalyst | Senior Product Designer

Jun 2021 - Jan 2023

- Led 13+ end to end projects from research through launch, including the most adopted feature in Catalyst history at 74%.
- Owned design for Data and Analytics, simplifying reporting, organizational metrics, customer health, and early AI experiences while introducing faster unmoderated research practices.
- Created Taro, Catalyst's accessible design system, improving product consistency and giving teams a shared foundation for new work.

IBM | Product Designer

Jan 2020 - Jun 2021

- Designed IBM Security SOAR's Playbook Designer, a single-canvas tool for building orchestration and automated incident response workflows.
- Created the prototype that helped secure a two-year client contract.
- Awarded a 2023 Red Dot Award & iF Design Award for SOAR Playbook Designer's user experience.
- Passed all accessibility testing on the first design iteration through early research and careful interaction design.

SKILLS

Product: Product strategy, AI product design, interaction design, design systems, visual design, research, information architecture, data visualization, prototyping, accessibility, facilitation, team leadership

Tools: Figma, Cursor, Claude, ChatGPT, Jira, GitHub, Adobe Creative Suite, Sketch

EDUCATION

West Virginia University: B.S. Design Studies, minor in Communications & Theater, Magna Cum Laude

Springboard UX Intensive: 8-month UX design program focused on research, product thinking, and interaction design