

Human-Centered Product Designer | Agentic AI & Human-AI Interaction

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PROFESSIONAL SUMMARY

Human-centered product designer and AI product builder with 12+ years of experience owning complex, information-dense products from research through shipped UI. Designs trustworthy agentic AI experiences across conversational flows, memory and context, multi-agent orchestration, human-in-the-loop controls, and source transparency. Combines hands-on Figma prototyping and design-system implementation with human-factors research, Section 508 accessibility, federal product experience, and close collaboration with applied AI and front-end engineering.

CORE EXPERTISE

Agentic AI UX · Conversational UX · Human-AI Interaction · AI Memory & Context · AI Transparency & Controllability · Human-in-the-Loop · Multi-Agent Workflows · User Research · Interaction & Visual Design · Rapid Prototyping · Design Systems · WCAG / Section 508

SELECTED AGENTIC AI EXPERIENCE

Multi-Agents Conversational Platform — *Product Designer & Builder*

MAR 2025 - PRESENT

- Designed and built a local-first multi-agents assistant platform with agent-specific memory banks, shared group-context retrieval, tool integrations, voice interaction, and iOS access.
- Designed interaction and observability patterns for streamed and long-running responses, memory and context retrieval, tool-call visibility, model and fallback states, latency, uncertainty, and graceful recovery.
- Built long-horizon memory architecture combining episodic summarization with verbatim retrieval; built a conversation-migration pipeline with full provenance across model outputs, documents, and media.
- Ran rapid experiments across models, prompt architecture, streaming and non-streaming paths, and interface states; translated findings into product changes supporting transparency, controllability, and user trust.

Sostenuto — Open-Source AI Memory System — *Creator* [GitHub/](#) [npm](#)

MAR 2025 - PRESENT

- Designed and built an open-source, self-hosted memory layer that gives AI agents persistent, model-agnostic continuity across sessions and MCP clients while keeping memories user-owned and portable.
- Defined a structured relational memory model capturing subject, domain, emotional valence and arousal, salience, sensitivity, and usage policy; separated memory access from proactive use to give people finer control over when sensitive context may surface.
- Authored the project's trajectory-safety design position: memory and engagement mechanics designed around user recovery capacity and dependency awareness rather than engagement maximization.

PROFESSIONAL EXPERIENCE

Navitas Business Consulting, Herndon — *Lead UX Designer*

FEB 2025 - PRESENT

- Own end-to-end UX for a DoD CDAO AI/ML-powered search and knowledge product serving 20,000+ users, supporting semantic retrieval, natural-language Q&A, summaries, and FAQ generation across policy, contract, and investment data.
- Lead research, interaction design, visual UI, prototyping, and implementation collaboration, translating ambiguous mission and product requirements into shippable experiences.
- Designed citation and source-presentation patterns that improved answer comprehension, trust calibration, user control, and handling of incomplete or uncertain results.
- Run generative and evaluative research and turn findings into prioritized product and design decisions.
- Conduct Section 508 testing and establish accessible implementation practices with the development team.

National Student Clearinghouse, Herndon — *Senior UX Manager*

NOV 2019 - JAN 2025

- Led a multidisciplinary in-house UX team across multiple digital product lines.
- Built and scaled design operations while coaching designers and establishing playbooks and templates that elevated craft, delivery velocity, and cross-platform consistency.
- Spearheaded a modular Angular design system from the ground up and drove adoption across 11+ independent development teams, generating an estimated \$1.8M in design and development efficiency savings over three years.
- Led the system's modernization with design tokens and Figma variables, enabling faster customization across diverse customer journeys, and directed company-wide accessibility compliance across shared components.
- Established success metrics combining behavioral data and qualitative insights, partnering with Product, Growth, and Engineering to prioritize high-impact initiatives and accelerate delivery.

Hubbell Incorporated, Herndon — *Lead UX Architect*

MAR 2018 - NOV 2019

- Directed UX research and design for a global enterprise platform, blending machine learning-powered functionality with user-centered design to deliver adaptive, high-performing digital experiences.
- Led targeted field studies that uncovered key workflow friction points, resulting in design changes that reduced task completion time by 30%.
- Designed and implemented AI-driven planning and analytics tools, introducing predictive insights and adaptive recommendations to enhance decision-making.
- Partnered with data science teams to transform complex datasets into intuitive, visually engaging dashboards.

MetroStar — *Lead UX Architect*

DEC 2015 - MAR 2018

- Led UX strategy and end-to-end design across commercial and government digital products, applying lean research and design methods to translate complex requirements into adaptive user experiences.
- Co-authored commercial and government proposals that helped secure a \$75M federal contract; created an internal eye-tracking curriculum covering visual-attention theory, experimental design, study setup, and data interpretation.

Ecompex — *UX Designer*

SEP 2014 - DEC 2015

- Led research and end-to-end design for enterprise timekeeping, applicant-tracking, and e-commerce products, using interviews, contextual inquiry, and usability testing to adapt workflows for distinct personas and use cases.

GMU — *Researcher*

MAY 2012 - AUG 2014

- Conducted U.S. Air Force-funded human-factors research on adaptive automation for multi-UAV supervisory control, designing controlled studies that evaluated trust calibration, workload, situational awareness, operator performance and design principles for balancing automation with human oversight..
- Investigated how oxytocin shapes human trust in cognitive agents, including avatars, computers, and people through literature review, experimental design, data collection, and analysis.

EDUCATION

M.A. in Human Factors and Applied Cognition, George Mason University

M.A. in Communications, Peking University

B.A. in English, Beijing International Studies University

CERTIFICATIONS & TRAINING

AI & Technology: AI Engineering, LinkedIn Learning (2026) · Python, Meta (2025) · Databricks Fundamentals (2025) · Managing ML Projects, Duke (2025) · ML Foundations for Product Managers, Duke (2024)

UX & Accessibility: Section 508 Standards for Web, DHS (2025) · Measuring UX and ROI, Nielsen Norman Group (2023)