

Ryan Wilson

Principal Product Designer with 10 years of experience crafting experiences in regulated, high-stakes domains including healthcare, construction, real estate, aviation ops, and network infrastructure. I take 0→1 products from ambiguous strategy to shipped experience, across consumer, platform, and B2B surfaces.

EXPERIENCE

Stealth Startup — *Product Design Engineer*

JULY 2024 - CURRENT

Telos — *Founder, Research Engineer*

AUGUST 2025 - CURRENT

Extreme Networks — *Principal Product Designer, Agentic AI*

NOVEMBER 2023 - MAY 2026

- Led design for Extreme's AI/ML portfolio across six products (Extreme Platform ONE, Security, Extreme Exchange, Extreme Platform ONE for MSP), serving 50,000+ enterprise customers and 70 managed service providers. Portfolio drove SaaS ARR to \$236M (29% YoY growth, Q3 FY26).

Galileo — *Lead Product Designer, Growth & Patient Experience*

OCTOBER 2022 - SEPTEMBER 2023

- Drove 30% YoY patient growth by designing acquisition and onboarding flows tailored to new segments (SMB + new clinical verticals), aligning experience strategy to expansion goals.
- Cut time-to-care so 50% of treatment plans landed in <8 hours by redesigning intake and triage orchestration, enabling 90% of cases to resolve in-app while maintaining 93% diagnostic accuracy.
- Reduced employer healthcare costs by 10–15% by designing virtual-first journeys that shifted 80% of encounters away from ER/urgent care through clearer decisioning, escalation paths, and trust-building care flows.

Compass — *Senior Product Designer, Platform & AI*

AUGUST 2021 - OCTOBER 2022

- Empowered real estate agents through rapid iterative design and user research, facilitating E2E high-stakes real estate transactions
- Led design across platform integrations, applied AI (including OCR), and M&A / joint-venture initiatives, contributing to a 22% reduction in transaction processing costs entering FY'23.

Alaska Airlines — *Product Designer → Senior Product Designer*

MAY 2017 - AUGUST 2021

- Improved traveler trust across digital + physical touchpoints, as measured by scaled self-service adoption and smoother disruption recovery for 48M+ travelers, by translating real-time operational constraints into intuitive flows spanning mobile and airport kiosks (booking → disruptions → recovery).
- Drove core initiatives across booking, check-in, day-of-travel, disruptions, and self-service, partnering closely with product, engineering, operations, and executive stakeholders to balance customer trust, operational reliability, and business performance.
- Won two J.D. Power Awards for highest overall airline app satisfaction by translating customer research and operational constraints into intuitive experiences at scale.

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[ryanwilson.design](#)

[LinkedIn](#)

EDUCATION

Western Washington University

BA, Philosophy

Focus on Epistemology, Ethics, Meta-ethics, Metaphysics, Philosophy of Mind

SKILLS

Product Strategy & Vision
Creative & Design Direction
UX/UI Design
Service Design & Systems Thinking
User Research & Usability Testing
Rapid Prototyping
AI-Assisted Coding
Leadership & Team Mentoring

TECHNICAL STACK

Design & Systems

Figma (Advanced Libraries), Framer, Design Systems, Storybook

Prototyping & Building

Claude Code, Cursor, Replit, Windsurf, Figma Make

Deployment & Hosting

Vercel, Railway, Github

Research & Insights

UserTesting, Hotjar, Mixpanel, Amplitude, Qualitative & Quantitative Research, A/B Testing Platforms

AI & Strategy

LLMs (Claude, ChatGPT, Gemini), Prompt Engineering, Context Engineering, Harness Engineering