

Wataru Inoue

Product Designer

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PROFESSIONAL SUMMARY

Product designer specializing in human-centered design for complex, data-driven digital products in healthcare SaaS and civic tech. Skilled in translating business goals and user research into journey maps, personas, wireframes, and high-fidelity prototypes that align cross-functional teams. Deep design systems expertise, architecting and governing scalable component libraries used across enterprise platforms. Track record of partnering closely with product managers and engineers to deliver validated, accessible design solutions on Agile/Lean UX timelines. Experience designing AI-powered products, agent chat interfaces, and mission-critical workflows for regulated environments.

CORE COMPETENCIES

UX/UI Design • UX Strategy • User-Centered Design • Design Systems • Information Architecture • Interaction Design

High-Fidelity Prototyping • Wireframing • Responsive Design • WCAG Accessibility • Data Visualization • Rapid Iteration

User Interviews • Usability Testing • Journey Mapping • Persona Building • A/B Testing • User Shadowing • Stakeholder Research

Figma • Jira • Confluence • Claude Code • Lovable • HTML & CSS • Agile/Lean UX • Cross-Functional Collaboration • Stakeholder Communication

PROFESSIONAL EXPERIENCE

Strategic Advisor, UX | Frameworks Partners (Freelance) | *January 2026 – Present*

- Provide UX strategy and design consulting across new and existing digital products, helping teams clarify user problems, define information architecture, and improve usability through research-driven prototyping.
- Lead discovery sessions including stakeholder interviews, journey mapping, and usability analysis to translate ambiguous product challenges into actionable UX solutions.
- Designed a first iteration of a tablet interface for an AI avatar product to be used in hospital settings.

UX/UI Designer | Televox Inc. | *July 2022 – September 2025*

Led end-to-end product design and design system strategy for a healthcare SaaS platform serving 7,000+ hospitals and clinics. Designed mission-critical workflows and human-centered experiences for high-stakes regulated environments.

- Conducted 30+ user interviews and workflow shadowing sessions across 5 hospital systems, surfacing usability issues that reshaped the roadmap for 3 core product areas.
- Redesigned 8 mission critical workflows concept through validation, prototyping, and final execution, improving task completion rates and reducing friction for non-technical clinical and administrative users.
- Architected and governed a design system with 40+ core components with hundreds of variants, including data visualization and reporting components, reaching 100% component coverage on new screens and accelerate sprint velocity.
- Led end-to-end design for the Practice Edition platform from concept to launch in 3 months, adopted by 200+ practices in its first year and named 'Best Practice Management Solution' at the 2025 MedTech Breakthrough Awards.

- Designed AI-powered agent chat experiences and a flagship AI platform using Lovable, applying interaction design principles to build user trust and transparency in intelligent, automated workflows.
- Collaborated closely with product managers and software engineers in Agile sprints to scope features, maintain design quality through launch, and iterate based on user feedback and analytics.
- Applied WCAG accessibility standards throughout design process to ensure inclusive, compliant experiences for diverse user groups.

Lead Designer, Design Systems Team | Hack for LA | *January 2022 – July 2025*

Directed design systems strategy for a civic tech nonprofit supporting 22 distributed volunteer product teams across Los Angeles.

- Built and launched Hack for LA's foundational design system guidelines, serving 22 product teams (~120 volunteer designers and engineers).
- Designed an interactive onboarding experience and design tutorial to drive adoption of design standards and alignment across diverse, non-co-located teams.
- Provided design mentorship and feedback for 5 junior designers.

EDUCATION

M.S. Human-Computer Interaction

DePaul University, Chicago, IL | In Progress

B.A. Sociology

University of Illinois Chicago, Chicago, IL

UX Academy Certificate

Designlab

Introduction to HTML, CSS, and JavaScript

IBM

LANGUAGES

English (fluent) • Japanese (fluent)