

# John Pak

Principal AI Systems Design Architect | AI Trust & Explainability · Agentic Decision Systems · Enterprise Platform Strategy

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## PROFESSIONAL SUMMARY

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Principal AI Systems Design Architect trusted by Apple, Cisco, and PwC to de-risk enterprise AI adoption at scale. I architect explainable, agentic decision-support systems for threat detection, investigation, and compliance; translating AI model outputs into analyst-trusted workflows that accelerate response, elevate decision confidence, and preserve regulatory integrity across complex enterprise platforms.

## KEY IMPACT HIGHLIGHTS

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- Boosted security analyst decision speed 57% via agentic investigation UX architecture
- Accelerated enterprise platform delivery 40% through scalable AI design system governance
- Elevated analyst decision confidence 35% via AI explainability and trust-signal frameworks

## CORE EXPERTISE

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AI Trust & Explainability Architecture · Agentic Workflow Systems Design · Regulated B2B SaaS Strategy · Enterprise Design System Governance · Human-AI Interaction Design · Decision Confidence Frameworks · LLM Product Surface Design · Operational Workflow Architecture · Platform UX Leadership · Cross-Functional Strategic Influence · Information Architecture at Scale · AI Product Strategy Alignment · Prototyping & Validation · Accessibility (WCAG) · Design Operations & Mentorship

## PROFESSIONAL EXPERIENCE

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**Principal AI Systems Design Architect | JPDESIGN Interactive** | Los Angeles, CA 06/2018 – Present  
*AI-powered platform design consultancy for enterprise-scale operational and decision-critical systems*

- Architected AI trust frameworks deployed across six enterprise product squads, accelerating adoption and de-risking platform rollout.
- Engineered reusable design system governance reducing multi-platform delivery timelines 40% enterprise-wide.
- Defined AI product strategy and roadmap priorities in direct partnership with C-suite, Engineering, and Data Science leadership.
- Translated complex operational systems into agentic, analyst-trusted decision workflows across regulated enterprise ecosystems.
- Governed design quality standards and mentorship programs, elevating output across six distributed product squads.

**Principal Product Designer (Contract) | Gurucul Solutions** | El Segundo, CA 12/2025 – 03/2026  
*AI-powered security analytics, SIEM, UEBA, SOAR, and XDR operational intelligence platform*

- Orchestrated enterprise UX strategy unifying AI-assisted investigation across four security product lines, improving analyst usability 35%.
- Delivered explainability design system incorporating confidence scoring, trust signals, and audit-trail interactions for high-stakes SOC operations.
- Reduced threat response time 30% through redesigned analyst decision-support workflows targeting triage and investigation velocity.
- Institutionalized reusable design system across SIEM, UEBA, and SOAR modules, scaling delivery consistency 40%.
- Mentored six designers on AI design ethics, workflow architecture, and platform-level design governance.

**Lead Product Designer (Contract) | Cisco Meraki** | Remote 06/2025 – 10/2025  
*Enterprise cloud networking and operational analytics platform*

- Redesigned AI-driven SecOps, NetOps, and DevOps dashboards serving 5,000+ network engineers globally.
- Cut alert triage time 25% by surfacing ML-powered anomaly detection and infrastructure risk insights.

- Simplified enterprise navigation for 10,000+ users through IA re-architecture, reducing task completion friction.

**Lead UX Designer (Contract) | PwC | Remote** 11/2022 – 04/2023  
*Financial compliance, regulatory, ESG, and LLM-enabled analytics platform*

- Drove LLM-augmented ESG and compliance analytics UX strategy, achieving 95% on-time regulatory filing adherence.
- Streamlined multi-jurisdiction reporting workflows, cutting compliance cycle time 30% across global enterprise teams.
- Unified product, engineering, and risk leadership on modular platform architecture enabling scalable audit-readiness.

**Lead UX Designer (Contract) | Apple TV+ | Culver City, CA** 06/2022 – 10/2022  
*Content operations and production workflow platform ecosystem*

- Elevated content production throughput 15% by devising AI-assisted scheduling and operational dashboard strategy.
- Shortened production handoff delays 20% through workflow architecture streamlining cross-functional coordination.
- Accelerated cross-functional alignment two sprints via systems diagrams and workflow blueprints.

**Lead UX Designer (Contract) | ADP | Remote** 10/2021 – 05/2022  
*Enterprise HR and payroll SaaS ecosystem*

- Expanded engagement 25% by rearchitecting permissions-aware, multi-role enterprise workflow experiences.
- Compressed design-to-development handoff time 18% through scalable Figma interaction libraries.
- Instituted modular design frameworks improving cross-product consistency and delivery predictability.

**Senior Manager, Service Design Architect (Contract) | MGM Resorts International | Remote** 11/2020 – 08/2021  
*Enterprise operational experience and service ecosystem platform*

- Lifted customer satisfaction 20% by modernizing end-to-end service journeys across 15+ resort properties.
- Secured VP-level stakeholder alignment on service blueprinting strategy, collapsing operational silos enterprise-wide.
- Optimized experience governance, reducing service variability across digital and physical touchpoints.

**Senior UX Designer (Contract) | City National Bank | Los Angeles, CA** 10/2019 – 07/2020  
*Regulated consumer banking and financial services platform*

- Increased digital adoption 18% by transforming regulated financial workflows into accessible, trusted consumer experiences.
- Shipped WCAG 2.1-compliant responsive interfaces passing third-party accessibility audit with zero critical defects.
- Collaborated with legal and compliance teams, embedding regulatory requirements seamlessly into consumer UX.

**Lead Product UX Designer (Contract) | Saviynt Inc. | El Segundo, CA** 03/2019 – 10/2019  
*Enterprise identity governance and security platform*

- Slashed compliance audit cycle time 24% by overhauling identity certification and access review workflows.
- Extended governance UX patterns improving identity lifecycle management efficiency for Fortune 500 clients.
- Championed roadmap execution by aligning Product, Engineering, and enterprise security leadership.

**UX Design Manager (Contract) | Creative Circle | Los Angeles, CA** 07/2018 – 03/2019  
*Product design consulting and enterprise UX delivery engagements*

- Improved multi-project delivery efficiency 20% through reusable framework adoption and design operations standards.
- Formulated critique protocols and collaboration models increasing team throughput across five concurrent initiatives.

**Senior UX Designer | CCC Intelligent Solutions | Cerritos, CA** 02/2017 – 05/2018  
*Data automation-enabled enterprise SaaS and analytics platform*

- Transformed workflow efficiency 22% through KPI-driven operational dashboard redesign for insurance claims processing.
- Operationalized A/B experimentation frameworks, continuously optimizing data-rich decision interfaces for 2,000+ enterprise users.

**Senior Interaction UX Designer | Ratespecial Interactive LLC | Pasadena, CA**

08/2012 – 02/2017

*Financial comparison and customer acquisition platform ecosystem*

- Generated 32% conversion rate growth by reengineering high-friction acquisition flows into revenue-optimized funnels.
- Maximized product experimentation velocity through reusable component systems enabling rapid A/B testing and iteration.

## **EDUCATION & CERTIFICATIONS**

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- UCLA Extension · Multimedia Management and Webmaster
- Milwaukee Institute of Art and Design · BFA, Industrial Design (Product)
- Certified Scrum Master® (CSM), Scrum Alliance Inc · 05/2023
- Certified Scrum Product Owner® (CSPO), Scrum Alliance Inc · 04/2023
- Certified UXD & UX Management Professional, Interaction Design Foundation · 2019