

John Pak

Principal Product Designer | AI Platforms · Human-AI Interaction · Enterprise SaaS · Security Systems · Los Angeles, CA · johnpak2015@gmail.com · [LinkedIn](#) · [Portfolio](#)

Signature Work: AI-Assisted Security Operations Platform — Human-AI decision system for enterprise SIEM/XDR investigation workflows.

PRINCIPAL PRODUCT DESIGN LEADERSHIP

Principal Product Designer with 20+ years leading product design for **AI platforms, enterprise SaaS systems, cybersecurity platforms, and data-dense operational products.**

Specialized in **AI-assisted enterprise decision systems, AI interaction design, enterprise platform UX, security analytics interfaces, and design systems for complex software ecosystems.**

Operating at the intersection of AI product design, human-AI collaboration, enterprise SaaS platforms, and experience architecture.

Focused on transforming complex systems such as **security operations platforms, infrastructure tools, and enterprise analytics platforms** into **usable AI-assisted decision systems.**

PRINCIPAL PRODUCT IMPACT

AI-Assisted Decision Systems for Security Operations

- Designed a **human-AI decision framework** transforming traditional SOC dashboards into **analyst-centered investigation workflows.**
- Introduced a model combining **AI Verdict** → **Signals** → **Recommendations**, helping analysts interpret machine learning outputs and accelerate incident triage.
- Delivered **explainability patterns, confidence indicators, and decision-support UI**, improving investigation clarity and reducing cognitive load in high-pressure environments.

FLAGSHIP PRODUCT CASE STUDY

AI-Assisted Security Operations Platform (SIEM/XDR)

Redesigned a traditional **SIEM/XDR security platform** into an **AI-assisted decision system** for security analysts.

- **Problem** - Security analysts were overwhelmed by fragmented alerts and manual investigation workflows.
- **Solution** - Designed a human-AI investigation model structured around: AI Verdict → Signals → Recommendations

[Full case study available in portfolio](#)

CORE EXPERTISE

AI Product Design · Human-AI Interaction · Enterprise Platform UX · Security Platform UX (SIEM / XDR / UEBA) · Experience Architecture · Design Systems Leadership · Data-Dense Interface Design · Product Strategy · AI Decision Support Interfaces · AI Platforms · Security Platforms (SIEM / XDR / UEBA) · Enterprise SaaS Platforms · AI Infrastructure Platforms · Data-Dense Operational Systems · Analytics Platforms

PROFESSIONAL EXPERIENCE

Product UX Manager - Consultant | JPDESIGN Interactive | Los Angeles, CA | 06/2018 – Present

Product design consulting practice delivering UX strategy, AI platform design, and experience architecture across enterprise SaaS and security platforms.

Clients include: Gurukul, Cisco Meraki, PwC, Apple TV+, ADP, MGM Resorts, City National Bank, Saviynt

- Consultancy for multiple start-ups (SecureAI, EAN) focused on **AI platforms, enterprise SaaS platforms, security platforms**, AI-first **web/mobile** apps from **0→1**, and **data-dense operational systems.**

- Led **product discovery, UX strategy, experience architecture, and design systems** across enterprise organizations.

SELECTED CLIENTS - Product Design Engagements

Gurukul Solutions — Principal Product Designer (Consulting Engagement)

AI-enabled enterprise security analytics platform delivering intelligent investigation workflows.

- Led **AI product design and experience architecture** for enterprise SIEM/XDR security platform.
- Designed **AI-assisted decision interfaces** enabling analysts to investigate threats faster.
- Defined **human-AI interaction models** across detection, investigation, and response workflows.
- Established **enterprise design system** supporting SIEM, UEBA, and MDR products.

Cisco Meraki - Lead Product Designer

Enterprise cloud networking platform delivering operational dashboards and infrastructure management tools.

- Led UX architecture for **data-dense infrastructure monitoring dashboards** used by enterprise network administrators.
- Designed **enterprise SaaS operational interfaces** for large-scale infrastructure management systems.

PwC - Lead UX Designer

Enterprise financial compliance and regulatory platforms.

- Led **UX discovery and experience architecture** for enterprise compliance and regulatory technology platforms.
- Designed **enterprise product workflows and design system frameworks** for complex financial systems.

Apple TV+ - Lead UX Designer

Internal digital product platform supporting large-scale content operations.

- Designed internal **enterprise operations platforms** supporting content production workflows.
- Created **high-fidelity product interfaces and operational dashboards**, improving internal platform efficiency.

ADP - Lead UX Designer

Enterprise HR and payroll SaaS platform.

- Designed **multi-role enterprise product experiences**, improving usability across HR platform workflows.
- Contributed to **enterprise design systems** supporting product consistency across ADP platforms.

MGM Resorts International - Senior Service Design Manager

Enterprise operational platforms supporting cross-channel services.

- Led **service design strategy and experience architecture** for enterprise operational systems.
- Facilitated cross-functional workshops defining **enterprise digital product strategy**.

City National Bank - Senior UX Designer

Regulated digital banking platform.

- Designed **secure onboarding workflows and financial product experiences**, improving adoption in regulated environments.
- Delivered **enterprise-grade digital banking UX** across web and mobile.

Saviynt - Lead Product UX/UI Designer

Enterprise identity governance platform.

- Simplified **complex enterprise security interfaces** and identity governance workflows.
- Designed scalable **enterprise platform UX architecture**.

Creative Circle - UX Design Manager

Product design consulting organization.

- Led UX design consulting engagements and mentored designers across multiple product teams.

Senior UX Designer | CCC Intelligent Solutions | Cerritos, CA | 02/2017 – 05/2018

AI-enabled enterprise SaaS.

- Improved efficiency **22%** via **data-rich dashboard redesigns**, linking design decisions to **performance metrics** and business outcomes.
- Delivered **A/B testing frameworks**, enabling data-driven iteration and strategic product decisions.

Interactive UX/UI Designer (Contract) | Investor's Business Daily | Los Angeles, CA | 07/2016 – 02/2017

Financial analytics platform for professional users.

- Improved engagement **15%** via clear **financial data visualization** and simplified navigation for high-frequency professional users.
- Accelerated **stakeholder approvals** using hi-fi prototypes, reducing iteration cycles by **25%**.

Principal Product Designer (Contract) | New Star Realty | Los Angeles, CA | 02/2015 – 06/2016

Consumer-facing mobile platform.

- Increased conversions by **28%** by simplifying complex workflows and standardizing **responsive design patterns** across devices.

Senior Interaction UX Designer | Ratespecial Interactive LLC | Pasadena, CA | 08/2012 – 02/2015

Financial comparison platforms.

- Improved conversions **32%** through **data-driven optimization** and systematized design patterns.
- Accelerated experimentation via scalable **design system components**, enabling rapid A/B testing and iteration.

UX/UI Design Manager | Colliers International | Los Angeles, CA | 09/2009 – 07/2012

Enterprise operational platforms.

- Authored **platform-wide UX guidelines**, improving consistency and reducing design debt across the product portfolio.
- **Mentored design teams** on scalable practices, establishing collaboration workflows and design critique frameworks.

EDUCATION & CERTIFICATION

- UCLA Extension · Multimedia Management and Webmaster
- Art Center College of Design – MS, Industrial Design (Product)
- 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