Alan Rhatigan

Principal Product Designer | Denver, CO, USA | (303) 815-4381 | alan@hirealan.com | hirealan.com |
linkedin.com/in/hirealan

About

Principal Product Designer with over 20 years of leading design initiatives, who scaled a design system across 10 teams at Spectrum, reducing time-to market by 60% by merging three customer apps into a mobile-first hybrid app for 30 million users. Uses AI-optimized workflows and tools to enhance design efficiency while mentoring teams to create high-impact enterprise features. Skilled at aligning product, engineering, and business stakeholders to address complex enterprise challenges and deliver UX solutions that are impactful, backed by data, and results-oriented.

Work Experience

Spectrum

Principal Product Designer   Nov 2021 - Jun 2025

- Directed design and operational strategy for Spectrum's Design Systems, Platform, and E-Commerce features, enabling the launch of numerous new capabilities and supporting 10 cross-functional teams.
- Guided product and content design for Spectrum's TV, streaming, and internet services, expediting adoption of customer-facing features.
- Aligned product, engineering, and business leaders to accelerate delivery speed and raise feature quality.
- Streamlined design-to-dev processes, trimming delivery times by 60%.
- Consolidated three apps into a single mobile-first hybrid app, simplifying UX for 30M customers.
- Scaled and evolved My Spectrum App design system, ensuring consistency across 10 teams through iteration, documentation, and training.
- Optimized design workflows and centralized tooling for a 20-person design team, evolving UX maturity and curtailing feature delivery time.
- Improved customer satisfaction by designing simplified service management experiences.

Slalom Build

Experience Architect   Apr 2021 - Nov 2021

- Lead Design Consultant, overseeing designers and implementing UX strategy to optimize e-commerce flows and drive user conversion.
- Advanced design system adoption across product and engineering teams.
- Streamlined developer onboarding by 4 days and mitigated production issues.
- Designed foundational user experiences for Spectrum's Mobile Services.
- Directly contributed to a 54% YoY revenue growth (+$290M) and adoption by 1.1M new mobile lines.
- Redesigned Recurly's payment management UX, cutting agent time-on-task by 20% and boosting efficiency.
- Refined the delinquent billing journey, accelerating payment recovery.
- Mentored junior and mid-level designers in advanced UX research, generating insights for Recurly's product roadmap.

Slalom Consulting

Senior User Experience Designer   Sep 2016 - Apr 2021

- Built strong relationships with executive leaders to foster alignment and collaborated with cross-functional peers to elevate the quality of final deliverables.

- Oversaw user-centered design initiatives, driving user engagement for companies such as The Gap, The Hartford, Recurly, Charles Schwab, Johns Manville, IBM Watson Health, and Spectrum Reach.
- Pitched and secured buy-in for foundational design system work for The Gap's supply chain management software, streamlining the rollout of new features and improving operational efficiency.
- Increased adoption of the Auto Analyzer application from 12% to 53% within three months of launch.
- Cut proposal creation time by 25% and refined storytelling quality with integrated data.
- Developed and led a topic-based mentorship program for an 18-member design team.

Vladimir Jones

Senior Interactive Art Director   Mar 2012 - Dec 2015

- Led design of digital platforms for clients in tourism, energy, healthcare, and consumer products.
- Collaborated with cross-functional teams on cross-channel marketing campaigns, boosting revenue and retention.
- Spearheaded digital projects and ad campaigns, increasing campaign effectiveness.
- Established new production processes that reduced project delivery times and generated cost savings.

Skills

UX & Product Design: User Experience Design (UX) · Product Design · Design Systems · Enterprise Application Design · Cross-Platform Design · User Research and Usability Testing · User-centered Design · Design Documentation · Wireframes · Prototyping · Information Architecture · Data-Driven Design (A/B Testing, Analytics) · Workshops · UX Strategy · Responsive and Mobile-First Design · Interaction and Visual Design · Accessibility (WCAG, ARIA) · Regulated Product Design · Figma

Design Leadership & Strategy: Design Best Practices · Design Operations · Cross-Functional Collaboration · Design Thinking · Scalable UI/UX Frameworks · Mentoring and Team Leadership · Project Management · Stakeholder Management · Design Critiques · Agile and Lean UX Methodologies

AI & Emerging Tools: AI-Driven Design Workflows · AI and Prompt Engineering · AI-powered Creation Tools · AI Prototyping · Generative AI · Tools including ChatGPT, Copilot, Gemini, and others · Notion · HTML5 and CSS · Javascript

Education

Full Sail University   Jan 2004

Associate of Science | Digital Media & Multimedia Design