

ERIC WIENKE

PRODUCT DESIGN / UX LEADER

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I design and ship consequential software: from 0→1 products to complex, data-dense platforms at global scale. I've worked hands-on as a founding and principal designer and led a global design organization of 40+ people.

CORE COMPETENCIES

0-to-1 Product Development	Platform UX Architecture	DevEx & Expert-User Workflows
Complex Systems Simplification	Enterprise SaaS & B2B Platforms	Observability & Data Platforms
Design Systems in Production	Data Visualization & Analytics	Human-AI Interaction & Trust
Generative AI & Agentic UX	Rapid Prototyping & Design-to-Code	Design Leadership & Org Scaling

PROFESSIONAL EXPERIENCE

 **Sawmills | San Mateo, CA**

07/2024 – PRESENT

FOUNDING DESIGNER

- Lead 0-to-1 product design for an observability platform, spanning telemetry cost optimization, data quality, and operational investigation.
- Defined the platform's experience architecture to help engineers move from complex system data to diagnosis and action without hiding the technical detail they need.
- Designed a UI-first AI agent for investigation and detection tuning, translating natural-language intent into reviewable proposals that surface evidence, expected changes, and system limitations.
- Build and evolve the design system while shipping production-ready React features, using working software to validate concepts, close UX gaps, and accelerate delivery.

 **Cisco & AppDynamics | San Francisco, CA**

01/2017 – 07/2024

PRODUCT DESIGN LEADER, COMMON EXPERIENCES

08/2023 – 07/2024

- Led a cross-functional team of designers, engineers, and strategists to unify experiences across the *Cisco Observability Platform*; partnered with Product and Engineering leaders to set platform strategy, improve decision-making, and transition teams to a new design system.
- Created a generative-AI UX framework and reusable components for expert assistance, helping users interpret complex system evidence and make higher-confidence decisions.
- Built a reusable prototyping platform that transformed preparation for Cisco Live, cutting high-fidelity prototype delivery from more than one week to 1–2 days while reducing the number of designers diverted from roadmap work.

LEADER, PRODUCT EXPERIENCE

11/2021 – 08/2023

- Assumed leadership of a 40+ multidisciplinary global design organization during a critical transition, managing managers and individual contributors across two layers; raised employee satisfaction 20% within six months.
- Rebuilt planning, critiques, design reviews, staffing, and executive reporting so teams had clearer priorities, ownership, feedback, capacity, and impact.
- Led 0-to-1 design for an AI-powered observability product, turning complex data into actionable workflows.

DIRECTOR OF DESIGN TECHNOLOGY**04/2019 – 11/2021**

- Established a design technology practice connecting design and engineering; accelerated product design workflows by 10x through new tools, systems, and processes.
- Spearheaded a new design system and reusable component strategy, improving implementation speed and interface consistency across products.

PRINCIPAL PRODUCT EXPERIENCE DESIGNER**01/2017 – 08/2019**

- Directed design of platform-wide workflows and components, aligning business goals, market signals, and customer needs; created a WYSIWYG enterprise dashboard editor for complex data visualization.

EARLY CAREER **Oracle | Redwood City, CA****2005 – 2017****PRINCIPAL USER EXPERIENCE DESIGNER****2016 – 2017**

- Defined enterprise UX standards and reusable patterns for Oracle's cloud suite of more than 100 SaaS applications, improving consistency and reducing development costs.
- Developed AI-infused interaction frameworks that improved customer engagement across complex enterprise software.

SENIOR USER EXPERIENCE DESIGNER**2010 – 2016**

- Led UX for Enterprise Project Portfolio Management, simplifying complex planning, resource, and portfolio workflows.
- Modernized and simplified core experiences across Oracle Applications.

USABILITY ANALYST | SENIOR INTERACTION DESIGNER**2006 – 2010**

- Principal designer for the Governance, Risk, and Compliance business application suite.
- Conducted research, usability testing, and competitive analysis that contributed to 30% year-over-year revenue growth.

USABILITY ENGINEER**2005 – 2006**

- Improved Oracle application usability through qualitative and quantitative research.

EDUCATION & CERTIFICATIONS**BACHELOR OF ARTS (B.A.), COMPUTER SCIENCE**

University of South Dakota | Vermillion, SD (2001)

MASTER OF ARTS (M.A.), HUMAN FACTORS

Completed coursework, thesis pending

University of South Dakota | Vermillion, SD (2005)

CERTIFIED UX DESIGNER

Nielsen Norman Group (2018)