

ERIC WIENKE

PRODUCT DESIGN / UX LEADER

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I design and ship consequential software: from 0→1 startup products to complex, data-dense enterprise systems. I've also scaled design at Fortune 100 Cisco, leading a 40+ design org and driving platform-wide consistency.

CORE COMPETENCIES

0→1 Product Design	Enterprise SaaS & Data Systems	UX Architecture
Design Systems Leadership	Accessibility-First UX	Data Visualization
AI-Assisted UX & Autonomous Systems	Cross-Functional Leadership	Prototyping & Frontend (React)

PROFESSIONAL EXPERIENCE

 **Sawmills | San Mateo, CA**

07/2024 – PRESENT

FOUNDING DESIGNER

- Lead 0→1 product design for an observability platform spanning telemetry cost control, data quality, and AI-assisted operations.
- Defined product architecture across pipelines, processors, downstream systems, and Live Tail, creating a scalable model for complex telemetry workflows.
- Designed a UI-first AI agent (control center) separating intent, evidence, and simulation to improve trust and adoption of automated actions.
- Built a design system and re-platformed a fragmented v0 UI, enabling consistent patterns, accessibility, and rapid iteration without backend disruption.
- Prototyped and shipped production-ready features (React) 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 the user experience across internal and external applications that run on the *Cisco Observability Platform*, transitioning to a new design system and partnering closely with Product and Tech leaders to deliver scalable, innovative strategies.
- Created an advanced UX framework and components tailored for expert user assistance, utilizing generative AI to enhance decision-making processes and improve user engagement.
- Developed a prototyping platform to accelerate prototype generation for user testing and concept generation. Reduced time to generate prototypes from over 1 week to 1-2 days while increasing fidelity and interactivity.

DIRECTOR OF PRODUCT DESIGN

11/2021 – 08/2023

- Led a large (40+) and multidisciplinary global design organization in the full-stack observability space. Within six months, increased employee satisfaction scores by 20% by instilling a culture of impactful design.
- Developed product design strategies across platforms, enhancing user experience and satisfaction by leveraging data-driven insights and Lean UX principles.
- Led the design of a 0→1 full-stack observability B2B product, providing users with AI-driven insights on massive datasets, enhancing user decision-making and system performance visualization through intuitive interfaces.

DIRECTOR OF DESIGN TECHNOLOGY

04/2019 – 11/2021

- Led a team of design technologists, designers, and prototypers to achieve *Cisco's* key objectives. Improved product design efficiency by 1000% with new and established tools, systems, and processes.
- Advocated for the strategic value of design systems at the leadership level and spearheaded a new design system. Created reusable components to improve development time and consistency of the user interface.

PRINCIPAL PRODUCT EXPERIENCE DESIGNER

01/2017 – 08/2019

- Orchestrated the design functions for platform-wide flows and components, synchronizing design initiatives with business goals, market trends, and consumer insights. Built a full WYSIWYG Enterprise Dashboard Editor.

EARLY CAREER

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

2016 – 2017

- Built enterprise-wide UX standards and patterns for Oracle's complete cloud suite of over 100 SaaS applications, reducing development costs and increasing consistency.
- Developed AI-infused design frameworks that significantly improved customer interaction and engagement for enterprise software solutions.

SENIOR USER EXPERIENCE DESIGNER

2010 – 2016

- Led UX for Enterprise Project Portfolio management software.
- Modernized and simplified the core user experience of Oracle Applications.

USABILITY ANALYST | SENIOR INTERACTION DESIGNER

2006 – 2010

- Principal designer for Governance, Risk, and Compliance business application suite.
- Conducted user research, usability testing and competitive analysis, resulting in a 30% YoY revenue growth.

USABILITY ENGINEER

2005 – 2006

- Improved usability of Oracle applications with qualitative and quantitative usability.

EDUCATION & CERTIFICATIONS

BACHELOR OF ARTS (B.A.), COMPUTER SCIENCE

University of South Dakota | Vermillion, SD (2001)

MASTER OF ARTS (M.A.), HUMAN FACTORSCompleted coursework, Thesis pending
University of South Dakota | Vermillion, SD (2005)**CERTIFIED UX DESIGNER**

Nielsen Norman Group (2018)