

Christopher Ryan Mullins

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Professional Summary

Principal product designer with **20+ years in design** and **9+ years in product and experience design** - specializing in AI products for expert users, voice and wearable AI systems, mission-critical frontline UX, and the sustained product ownership that turns a launched product into a compounding one. Designs and writes functional code throughout the process: prototypes that increasingly ship to production rather than getting handed off, validating decisions with real users at every stage rather than in design review. At Red Cell Partners, shipped **Lorena** - a live voice AI system for clinical community health workers - led UX for **Andesite**, an AI quality-assurance platform for enterprise analysts, and took **Entercept** from zero through Series raise. Currently designing AI-powered solutions for smart glasses (Even Realities G1, Mentra Live) across vision capture, audio capture, and heads-up lens displays. Builds design culture alongside IC work: HCD governance frameworks, critique practice, mentorship across engineers and designers. Uses **Claude Code, Cursor, and Codex daily** as the standard operating mode.

Core Competencies

- AI conversation, voice & wearable product design
- AI quality assurance & decision-verification UX
- Human-in-the-loop (HITL) system design
- AI-assisted design (Claude Code, Cursor, Codex)
- Double diamond & user-centered research methods
- Principal-level IC: exploration through post-launch refinement
- Mission-critical frontline UX (healthcare, crisis, defense)
- Expert-user & data-dense interface design
- Trust, traceability & explainability surfaces
- Production-grade functional prototyping (React/TS)
- Design culture, systems & standards building
- Stakeholder influence & design rationale communication

Work Experience

Red Cell Partners Nov 2023 - May 2026

Principal Product Designer - AI Products, Healthcare, Cybersecurity, National Security

- Built **Lorena** for Sparrow Health: shipped a **live voice AI system for clinical frontline workers** on Deepgram + Sesame CSM-1B + Llama 4 - designed the full conversational interaction model, AI participation UX, and clinical trust surfaces for community health workers conducting care conversations with real patients; wrote functional code throughout to validate decisions with real users at every stage, from concept through field-tested product.
- Led UX for **Andesite** (andesite.ai): **AI quality-assurance platform for enterprise and public-sector teams** - designed AI decision-verification surfaces, data-dense triage workflows, and trust interfaces where analysts understand what the AI concluded, why, and how to act on or override it; built for enterprise buyers where governance and explainability are purchase criteria.
- Led productization of **Entercept (Hunted Labs)** (huntedlabs.com): security investigation platform from zero through launch, first customers, and Series raise - defined IA, built complete React/TypeScript design system, and shipped functional prototypes demoable in under five minutes at every milestone.
- Designed **AI solutions for smart glasses** (Even Realities G1, Mentra Live): vision capture, audio capture, processing pipelines, and inbuilt lens display output - interaction design for constrained, peripheral, heads-up surfaces where the user is already engaged with the physical world and every output must earn its place in their field of view.
- Built **design culture** across a multi-product AI portfolio: HCD governance frameworks, critique practice, AI ethics standards, and mentorship across designers and engineers - elevated design maturity across portfolio companies while maintaining IC delivery across concurrent product streams.
- Presented design strategy and product vision to executive leadership, boards, and investors; influenced product direction and roadmap at the platform level.

CrossLead May 2019 - Nov 2023

Senior Product Designer - Enterprise SaaS and Government Organizations

- Led product design for enterprise SaaS serving Fortune 500 and government - complex multi-persona operational workflows, design system evolution, and research with C-suite executives and military leaders.
- Shaped product direction through multi-year discovery and roadmap research; owned design quality through sustained iteration across multiple release cycles.
- Mentored junior designers on human-centered design practice; built team capability through critique culture and craft standards.

Amtrak Feb 2017 - May 2019

Senior Web Designer - Public Digital Services

- Led digital product design for national passenger rail serving 31M+ annual passengers: booking, trip planning, mobile conversion, WCAG 2.0 AA compliance, and AEM component library across booking, marketing, and station experiences.

Earlier Experience 2003 - 2017

Interactive Designer, Web Designer, Creative Artist - Palladian Partners (NIH), NHTSA/Bowhead, University of Southern Mississippi, Gannett

Selected Projects

Greenridge - Vision ML + HITL Feedback Loop

Personal Project · React/Vite PWA + Capacitor native · Case study: feedback-loupe.com

Built a Claude vision pipeline parsing campsite availability from handwritten clipboard photos into structured JSON - image hygiene checks, schema validation, and uncertain-parse routing to human review rather than showing users bad data. Designed the HITL correction interface: admin corrections feed back as dynamic few-shot anchors improving parse accuracy over time, with validated snapshots exported as a JSONL fine-tuning corpus. Core design principle: uncertainty is the product condition - four explicit availability states (fresh, stale, pending, archived) rather than false confidence. Semantic design token system enabling time-of-day phase remapping (Day, Sunrise, Sunset, Night) without forking components. Full React/Vite PWA with Capacitor native shells. Solo full-stack design and engineering.

Smart Glasses - AI for Wearables

Even Realities G1 · Mentra Live · Case studies in progress

Designing AI-powered solutions for heads-up wearable displays: vision capture, audio capture, cloud and on-device processing pipelines, and inbuilt lens display output. Interaction design for peripheral, constrained surfaces - no touch, ambient capture, and a user already occupied with the physical world. Every output decision framed around a single question: is this worth interrupting the person wearing it?

Education

BFA, Graphic Communication

University of Southern Mississippi

Associate Degree, Graphic Communication

Mississippi Delta Community College

Certifications

User Experience Design Certification

General Assembly

Skills

Design: AI conversation & voice UX, wearable & ambient AI, mission-critical frontline UX, AI QA & trust surfaces, expert-user & data-dense interfaces, HITL system design, design systems, double diamond, contextual inquiry, workshop facilitation, Figma, FigJam

AI & Build Tools: Claude Code, Cursor, Codex - production daily use; functional prototypes that increasingly ship rather than get handed off

Technical: React, TypeScript, HTML, CSS, JavaScript, RAG pipelines, Deepgram, Llama 4, Sesame CSM-1B, Claude vision API, iOS development, Android / Meta Quest dev tools, React/Vite, Capacitor

Domains: Voice AI & wearables, clinical & healthcare AI, cybersecurity & security intelligence, defense & national security, enterprise SaaS, civic tech, developer tools & infrastructure