

Christopher Ryan Mullins

Principal Product Designer and product builder · Washington, DC area, remote ·

chris@feedback-loupe.com · [LinkedIn](#)

SUMMARY

I am a Principal Product Designer who also builds. For the last five years I was the only designer at an AI venture studio, working across healthcare, security and government on products that were not yet defined, from the first interviews through prototypes that run on the production stack. Before that I designed enterprise software and the booking experience of a national rail service.

I work best early, with product and engineering in the same room: finding the real problem before the requirements harden, building enough of the real thing to test it, and deciding what survives before anyone depends on it.

EXPERIENCE

Principal Product Designer, Feedback Loupe

Washington, DC area · March 2026 to present

Independent practice. Senior product design for AI, public-sector and technically complex products: research and synthesis, service design, AI workflow design, rapid prototyping and implementation-ready UX. This site is the practice's working surface, including its own assistant.

Principal Product Designer, Red Cell Partners

Washington, DC area · August 2021 to March 2026 (contractor to November 2023, then full time)

Sole designer at an AI venture studio incubating companies in healthcare, cybersecurity and national security. Built the design practice from nothing and proved it engagement by engagement, embedded with each founding team from discovery to the first product.

- A voice-based AI community health worker: week-one field research turned a proposed co-pilot into an upstream outreach and intake assistant, built as a working voice, transcription and retrieval prototype; its architecture was reused by other healthcare incubations.
- A software supply-chain security product: turned command-line tools into a navigable investigation platform, with a component system the engineers built against and React and TypeScript prototypes written with them.
- A defense supply-chain decision console: operator research, a constraint model and pilots run on the working prototype, with a paid pilot for an aerospace program.
- A security operations product: personas, competitive mapping and an analyst-first investigation workflow in which every AI finding is traceable.
- Clinical decision support and state-services agents: discovery that narrowed the brief, with consent, override and an audit trail designed in from the first prototype.
- Prototypes with real behaviour throughout: voice, retrieval, React applications and simulations, so product behaviour and technical assumptions were tested before build.

Senior Product Designer, CrossLead

Washington, DC area · May 2019 to August 2021

Enterprise SaaS for Fortune 500 and government teams. Audited the React components and the feedback backlog, built the design system in Adobe XD and aligned the components to it, designed onboarding, plan creation, member management and dashboards, then designed and built the training platform the consulting side needed when the SaaS product was retired.

Senior Experience Designer, Amtrak

Washington, DC · February 2017 to May 2019

Booking redesign across web and the mobile apps for a national rail service, organised around how people plan a trip; assigned seating as a new capability, with a seat map that stays consistent with what conductors manage; flows structured for A/B tests; the atomic design system engineering and contractors built from, during the move to Adobe Experience Manager.

Earlier

- Web Designer, NHTSA (through UICGS/Bowhead), 2015 to 2017: agency brand rollout, public site features, the safety timeline and state data tools under Section 508.
- Interactive Designer, Palladian Partners, 2013 to 2015: health and science communications, including interactive work for NIH-supported programs.
- Web Designer, University of Southern Mississippi, 2012 to 2013, while completing the BFA.
- Creative Artist, Gannett, 2003 to 2011: editorial design and digital media.

HOW I WORK

Research and definition	Interviews and field research, journey mapping, personas, competitive and market research, hypothesis statements, workshops with founders and stakeholders.
Prototyping and build	Figma and FigJam; React and TypeScript in production since 2017; voice, retrieval and agent prototypes; design systems generated from the running code.
Validation	Usability testing, A/B test design, behavioural evals for AI features, pilots run against decisions operators had actually faced.
AI products	Conversational and voice interfaces, agents with consent, override and audit, decision support with traceable sources, responsible-use and quality controls.
Domains	Healthcare, cybersecurity, defense and national security, government digital services, transportation, enterprise SaaS.

EDUCATION

- BFA, Graphic Communication, University of Southern Mississippi, 2011 to 2013
- User Experience Design certification, General Assembly, 2017