Patrick Mulder

pwmulder.com | pwmulder@gmail.com | (952) 201-0601 | Houston, TX 77450 | linkedin.com/in/pwmulder/

Lead Product Designer

Accomplished Senior UI/UX Specialist with over 20 years of experience turning complex, data-dense digital ecosystems into highly accessible, compliant, and user-centered solutions. Expert in identifying, documenting, and remediating complex non-document digital materials, including data visualizations, tables, applications, and tools to meet strict WCAG 2.1 AA and Section 508 / Title II standards. Proven track record serving as an internal compliance authority, guiding cross-functional teams, and designing enterprise-scale public infrastructure for the state of Minnesota. Skilled at leading organizational rollout procedures, developing scalable training resources, and bridging code-level engineering gaps to enhance accessibility literacy across all levels of an organization.

Core Competencies

- **Design & Prototyping:** End-to-End Product Design, Interaction Design, Visual Craft, High-Fidelity Prototyping, B2B SaaS Workflows
- **Research & Strategy:** User Discovery & Validation, Persona Development, Wireframing, Problem Framing, Storytelling
- **AI & Advanced Systems:** AI Fluency (Claude, ChatGPT), Designing for Agentic Systems & AI-Driven Experiences, AI-Readable Design Systems
- **Tools & Compliance:** Figma, Adobe CC/XD, Axure, Balsamiq, Jira, Confluence, WCAG 2.1 AA, Section 508

Professional Experience

Pwmulder.com | Remote

Founder and Principal | April 2004 – Present

- *Founded and scaled a premier UX consultancy, managing the end-to-end product development lifecycle from initial client discovery to final production-ready deployment.*
- *Apply rigorous Human-Centered Design principles to build complex, responsive, and highly optimized B2B and consumer web solutions across various industries.*
- *Translate complex data structures and fragmented workflows into elegant, intuitive information architectures and robust visual design system patterns.*
- *Conduct systematic user research, competitive benchmarking, and iterative usability testing to validate design rationale and ensure strict alignment with core business goals.*

Mercor Intelligence | Remote

AI Evaluation & UX Specialist | August 2026 – Present

- *Partnering with Mercor Intelligence to audit, benchmark, and refine agentic interface behaviors and conversational AI models for complex digital products.*
- *Leveraging deep AI fluency and tools to streamline multi-step evaluation pipelines, driving design velocity while maintaining rigorous standards for model precision.*
- *Synthesizing raw, complex AI model outputs into cohesive, human-centered UX frameworks that bridge technical model capabilities with end-user needs.*

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Handshake AI Team | Remote

AI UX Evaluation Consultant (Project Hedgehog Evals) | June 2026 – August 2026

- *Evaluate and optimize interactive AI conversational models and agentic interface behaviors to ensure high-quality user-driven product experiences.*
- *Leverage advanced AI fluency (including Claude and specialized evaluation frameworks) to rapidly iterate on complex workflows, driving design velocity and maintaining rigid quality standards.*
- *Translate ambiguous AI outputs into structured, intuitive paradigms that align with user mental models and complex business logic.*

Alpha Omega | Remote

UX Design Lead | Dec 2022 – Sept 2025

- *Led a 6-person design team and partnered cross-functionally with 4 engineering teams and product managers to drive the modernization of a highly complex, $100M enterprise platform.*
- *Successfully brought clarity to an ambiguous legacy ecosystem (ELIS), engineering a scalable, accessible design system in Figma and Adobe XD that streamlined complex internal workflows.*
- *Conducted deep user discovery and collaborative workshops with officers, adjudicators, and distinct user types to map out intricate, multi-layered workflows.*
- *Delivered rapid, iterative product releases at high velocity, resulting in measurable system speed optimizations, increased user consistency, and strong leadership praise.*

Amazon (AWS FinTech) | Remote

Sr. User Experience Designer | Jan 2022 – Jul 2022

- *Addressed complex international pricing and multi-country B2B SaaS transfer workflows, transforming highly ambiguous, error-prone processes into streamlined, predictable digital experiences.*
- *Partnered tightly with developers, data experts, and product management to deliver a scalable, WCAG 2.1 AA-compliant enterprise design solution.*
- *Maintained, evolved, and advocated for strict style guide integrity using Figma and Adobe XD to accelerate cross-functional delivery cycles without compromising visual craft.*

CVS Health | Remote

Sr. User Experience Designer | May 2021 – Oct 2021

- *Spearheaded user-centered interaction design for high-complexity mobile retail applications built to optimize internal associate workflows and client service metrics.*
- *Transformed fragmented workflows into production-ready UI screens by executing iterative design sprints and embedding automated WCAG 2.1 AA accessibility standards into the core framework.*

Cotiviti, Eden Prairie, MN

U.S. Regional Lead UX Designer | Aug 2019 – May 2020

- *Led a multinational B2B healthcare analytics product initiative, building consensus between corporate stakeholders and federal entities (NCQA) in Washington, D.C.*
- *Managed the full end-to-end design lifecycle for a dense data-analytics platform, building scalable, high-quality UI patterns that brought clarity to complex regulatory reporting workflows.*

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Optum State Gov't Solutions Ops, Minnetonka, MN

UX Lead / Product Designer | Mar 2018 – Dec 2018

- *Directed cross-functional product design teams through rapid, iterative discovery-to-delivery cycles to modernize multi-portal state public infrastructure systems.*
- *Built out a comprehensive enterprise design system in Figma and Adobe XD, delivering an intuitive UX that drove massive operational efficiencies and earned company-wide awards for innovation and collaboration.*

MN Department of Human Services, St. Paul, MN

Lead Web Content Manager | January 2017 – July 2018

- *Consulted for the Minnesota Department of Human Services (DHS) in 2017, applying Human-Centered Design principles and UX research to build the Minnesota Autism Portal.*
- *Developed the mobile-friendly, WCAG 2.0 AA-compliant site using the SDL Tridion 2013 CMS, closely collaborating with state agencies for a 2018 Odyssey Conference soft-launch that now serves 100,000 Minnesotans.*

Education & Certifications

- UX Master Certification | Nielsen Norman Group (current)
- Associate of Arts in Interactive Media Design | The Art Institutes International, Minneapolis, MN