Dan Harlow

danharlow.com   linkedin.com/in/danielkharlow   danielkharlow@gmail.com   (518) 588-5647

Senior Product Designer with 13+ years building accessible B2B and public-sector experiences. I've led cross-functional teams to design scalable interfaces and design systems that improve conversion and reduce support costs. Recent work delivered a 35% sales increase and a 50% decrease in support tickets by redesigning product finders, support flows, and creating scalable design systems.

Work Experience

Health & Career Break
New York, NY | *Mar 2025 - Oct 2025*

- Took a pause following a company-wide layoff at the end of 2024 to address significant health issues and ensure my own long-term wellbeing.
- Used the recovery time to upskill in AI-augmented design workflows and integrating emerging tools into my design processes.
- Redesigned and modernized my portfolio, improving storytelling, case study clarity, and alignment with senior and lead-level UI/UX expectations.

Senior UX Designer — Brandwidth
Full-time | New York, NY (Hybrid) | *Mar 2022 - Nov 2024*

- Delivered UX and operational design updates to high-scale manufacturing and sales platforms, contributing to a 35% increase in sales performance across 2024–2025.
- Redesigned customer assistance and support flows, driving a 50%+ reduction in platform-specific support tickets.
- Spearheaded the creation and launch of a global design system; adoption projected to reduce new feature development time by 40%+.
- Designed and shipped product discovery and finder features, improving purchase flows and increasing overall conversion.
- Led end-to-end design for enterprise web and application platforms across manufacturing, healthcare, and B2B/SaaS environments.
- Led projects within international, distributed teams, mentoring junior designers and managing freelance contributors between offices in New York and London.
- Produced wireframes, high-fidelity designs, interactive prototypes, and process flows aligned to both brand standards and behavioral data.

Senior UI/UX Designer — GDIT
Freelance | Albany, NY (Hybrid) | *Jan 2021 - Mar 2022*

- Served as a senior UX contributor on mission-critical public health systems during the height of the COVID-19 pandemic.
- Designed and launched an emergency messaging opt-in system adopted by 70%+ of new and existing NY State of Health users at rollout, supporting rapid public health communication.
- Championed WCAG-compliant accessibility standards, contributing to a 5% increase in successful signups among users with disabilities.
- Initiated and built a scalable UI kit and component library, later adopted across NYSOH tools and reflected in the 2025 home page and dashboard redesign.
- Delivered production-ready UI designs aligned with state and federal healthcare policy, insurance regulations, and research insights.
- Collaborated closely with UX leads, researchers, developers, and QA teams to ensure on-time delivery under high-pressure conditions.
- Presented work and design rationale to government officials and GDIT leadership.

Designer and Front-end Developer — NDA clients
Freelance | New York, NY (Hybrid/Remote) | *May 2019 - Jan 2021*

Lead Designer/Front-end Developer — Blue World Inc.
Full-time | New York, NY (In-office) | *Nov 2014 - May 2019*

Graphic Designer — Pow Interactive
Full-time | New York, NY (In-office) | *Apr 2012 - Aug 2014*

Junior Graphic Designer — dKorr
Full-time | Schenectady, NY (In-office) | *Aug 2011 - Apr 2012*

Skills & Tools

Design Skills

User Interface Design
User Experience Design
Interaction Design
Design Systems
Component Libraries
Prototyping
Wireframing
User Flows
User Research
A/B Testing and QA
Responsive Web Design
Branding
Iconography and Logo Design
Developer Handoff

Strategy & Leadership

Project Management
Creative Strategy
Cross-functional Collaboration
Roadmapping
Design Operations
Accessibility (WCAG 2.1)
Stakeholder Management
Product Strategy
Mentorship

Design & Dev Tools

Adobe Creative Suite
Figma
Miro
Cursor
Claude
Lovable
Bolt
HTML
CSS/CSS3
JavaScript
Github

Misc. Information

United States citizen.
Based in New York, NY.