

Dan Harlow

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Senior UX/Product Designer with 13+ years of experience designing engaging, eye-catching software across multiple roles. I've led projects that have delivered new features, modernized/scalable interfaces, and accessible design systems that improve conversion and reduce support costs.

Work Experience

Health & Career Break

New York, NY | *Mar 2025 - Oct 2025*

- Took a pause following company-wide layoffs 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%+.
- Led design on a 0-to-1 launch for luxury automotive sales software, with a successful expansion from US/UK markets into the rest of the EU in just under 2 years.
- Designed and shipped product discovery and finder features, improving purchase flows and increasing overall conversion for global manufacturing/shipping.
- Led projects across international timezones, distributed teams, oversaw junior designers and freelance contributors between offices in New York and London.

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 that was adopted by 70%+ of new and existing NY State of Health users on rollout.
- Championed WCAG-compliant accessibility standards, which contributing to a 5% increase in successful signups among users with disabilities in less than 6 months.
- Initiated and built a scalable UI kit and component library, later iterated and adopted across NYS tools and reflected in the NYSOH 2025 home page and dashboard redesign.
- Collaborated closely with UX leads, researchers, developers, and QA teams to ensure on-time delivery under high-pressure public health 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 and 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, AI, and Dev Tools

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

Misc. Information

United States citizen.
Currently based in Brooklyn, NY.
Open to relocation.