

Jonathon Thomason

Principal Product Designer • AI / Agentic Product Builder • Product Engineering

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PROFILE

Product design leader and AI product builder with 12+ years designing complex enterprise platforms, workflow systems, and digital products. Combines product strategy, UX architecture, agentic system design, and hands-on product engineering — React, TypeScript, AI agents, data modeling — to turn operational complexity into intuitive, buildable, trustworthy experiences.

Recent work centers on agentic AI product design and human-in-the-loop system governance: multi-agent orchestration, explainability, and AI systems people can actually trust and act on. Worked with IBM, PepsiCo, Carnival Cruise Line, Eaton, AspenHR, Globant, Magellan Jets, and Chen Medical.

Industries: Financial Planning • Hospitality & Travel • Sports & Entertainment • Healthcare • Consumer Goods • Business Operations

CORE CAPABILITIES

AI / Agentic Product Design: Agentic workflows, multi-agent orchestration, human-in-the-loop systems, AI governance & trust, explainability, conversational UX

Product & Platform Design: Product strategy, UX architecture, information architecture, design systems, service design, user research

Technical Product Building: React, TypeScript, APIs, data modeling, JSON schema design, prototyping, GitHub, design-to-code

SELECTED JT7 AGENTIC PRODUCT WORK

Financial Planning: Advisor-governed retirement-readiness workflow. Designed the household graph, advisor workflow, document intelligence, and explainable recommendation patterns, with advisor review as a hard gate before anything reaches a client. Vertical slice complete and advisor-tested.

Sports Operations: Roster and transaction-intelligence workflow for an NFL agency. Normalizes transaction and depth-chart data into structured operational artifacts and generates presentation-ready roster workbooks while protecting client information. Shipped, with two release candidates delivered.

Manufacturing Quote Intelligence: Confidence-aware multi-agent quote-and-order decision engine decomposing commercial reasoning across five bounded stages — requirements, cost, margin, customer pricing, order presentation — with escalation to human review. Proof of concept; core decision engine in validation.

EXPERIENCE

Founder & Product Builder | JT7 — Agentic Product Development Platform 2025 – Present

- Independently designed and built an agentic product-development platform where humans and AI agents reason together across the full product lifecycle — governance, memory, orchestration, and execution planning in one system
- Architected a three-layer product-memory system (Product Graph, Workshop Context, Continuity protocol) preserving **94 structured decision records** and reconciling persisted context against live repository state on every resume — including a mechanism that flags its own drift when two representations disagree
- Built engineering-governance controls that treat agent autonomy as a design problem: scoped execution with explicit approval boundaries, product-validation gates before architecture work, and regression suites built around real observed failures rather than abstract coverage
- Directed three coordinated builder agents (Product Clarity, Platform, Ticket Syster) with explicit authority boundaries; converted a reasoning failure surfaced during advisor testing into a permanent architectural gate rather than a one-off fix — changing the system's future reasoning, not just its output
- Built product surfaces and operational tooling in React and TypeScript, integrated with OpenClaw, Claude Code, Codex/GPT, GitHub, Gmail, Google Sheets, and Telegram

UX/Product Design Lead | AspenHR — HR Automation & Intelligent Middleware Jul 2025 – Oct 2025

- Designed AI-assisted operational workflows across onboarding, compliance, provisioning, and employee lifecycle management, consolidating fragmented systems into a unified platform
- Defined workflow schemas, data structures, and reusable information architecture supporting auditability, SLA tracking, and workflow governance

Senior UX/Product Design | IBM Design Studio — Agentic Workflow Platform Mar 2025 – Jun 2025

- Designed an agentic workflow orchestration platform for enterprise developers and business operators across the Define → Compose → Preview → Deploy lifecycle
- Designed AI-assisted workflow recommendations and human-in-the-loop governance patterns; partnered with engineering on orchestration and state models, prototyping concepts to validate behavior before implementation

Technology & Design Manager | Globant — KSA Enterprise Platform Strategy Oct 2024 – Mar 2025

- Led cross-functional UX strategy for international digital transformation initiatives; developed workflow frameworks and modernization roadmaps aligned to engineering constraints and business goals

Product & Systems Strategy Lead, Interim COO | Seiler Tucker Inc. Jan 2024 – Apr 2025

- Modernized CRM and marketing automation across Monday, Shopify, Klaviyo, and DealRelations; designed modular automation flows for membership, affiliate, and marketing operations, plus reporting dashboards supporting M&A operations

UX/Product Architect | Eaton Industries Jan 2023 – Apr 2023

- Simplified complex B2B ordering workflows and unified design and development systems, delivering research-backed recommendations that shaped roadmap priorities

UX/Product Design Lead | PepsiCo Center of Excellence Mar 2022 – Aug 2022

- Led UX modernization across procurement and HR platforms; secured funding through strategic roadmap workshops and improved internal automation tooling

UX/Product Design Lead | Magellan Jets Jul 2020 – Nov 2021

- Reimagined private aviation booking and self-service experiences across web and mobile, including automated passenger support and real-time flight updates

UX/Product Design Lead | Carnival Cruise Line May 2016 – Nov 2019

- Led ecommerce and operational experience design across a major cruise digital ecosystem, contributing to a **25% increase** in pre-cruise purchase conversion and **~80% fewer** check-in-related service calls
- Rebuilt the enterprise design system with ADA-compliant accessibility standards and reusable components, accelerating front-end delivery

Senior UX/Product Designer | Chen Medical Oct 2013 – May 2016

- Reduced physician documentation burden and streamlined billing and service workflows through automation; designed internal portals improving task clarity and access

TOOLS & METHODS

Figma, Storybook, Adobe CC, Miro, FigJam, Jira, UserTesting, Analytics, Angular, JavaScript, HTML/CSS, REST APIs, OpenClaw, Claude Code, OpenAI Codex, GPT, n8n, Make, Prompt Engineering, Agent Orchestration, Workflow Automation, Accessibility (WCAG/ADA)