Eric Johnson

Senior Product Designer | Design Operations & Workflow Leadership

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Product designer specializing in design operations, workflow optimization, and taking 0-to-1 products to maturity.

Experience

Muse | **Head of Product** May 2026 – Present | Remote

AI-first creative suite startup • Consultant May–Jun 2026, full-time from Jul 2026

- Took the company from concept to MVP in 3 weeks, defining its structure and information architecture from day one.
- Led two early-access pilots, working directly with customers and running user testing to validate needs.
- Tracked usage analytics and combined them with customer research to define a new feature suite.
- Represented the company at industry events and reported on market opportunities and trends.

Condensed Concepts | **Founder, Product Designer & Strategist** Apr 2022 – Present | Remote

- Fractional design and operations leader for early-stage startups; partnered with the co-founders of Peak, a mental health platform, to evolve it from MVP to a mature product.
- For a startup spending five figures a month with no shipping discipline, defined the MVP, rebuilt the delivery process, and launched within 3 months after years of stalls.

Verizon | **Senior Product Designer** Aug 2023 – Oct 2025 | Remote

- Interviewed 40+ designers to create a Figma workflow framework, rolled out through SOPs and live workshops; adopted by four 40–50-person product teams, including international teams.
- Became the go-to workflow advisor across teams, replacing tribal knowledge with repeatable processes that let cross-functional teams work asynchronously.
- Owned the My Verizon app's account home (the first screen after sign-in for 115M+ wireless connections), the device management page, and all progressive-disclosure flows from both.
- Redesigned the change-mobile-number flow, fixing usability issues across complex billing-status contingencies.

Flatfile | **Senior Product Designer** Dec 2020 – May 2022 | Remote

- Scaled design from 1 to 5 designers by establishing processes, cutting tool sprawl, and moving workflows to Figma.
- Led product-clarity initiatives that reframed the data migration platform for accessibility and scalability.
- Joined ahead of the company's $50M Series B and helped grow the design function through it.

Visible (by Verizon) | **Product Designer** Aug 2019 – Dec 2020 | Denver, CO

- Designed a CCPA-compliant data and privacy portal; presented to the Verizon Wireless executive legal board, earned unanimous top reviews, and delivered 1 month ahead of the compliance deadline.
- Proposed a "design once for California" strategy that reduced future workload, and partnered with marketing leadership to position transparency as a competitive advantage.
- Redesigned the Visible account app, including Party Pay groups and adding members.

DaVita | **UX Designer (Extended Contract)** Sep 2017 – Jul 2018 | Denver, CO

- Redesigned the invoice and attestation portal, helping nephrologists get paid up to 14 days sooner.

Four Winds Interactive | **Summer Intern** May 2017 – Aug 2017 | Denver, CO

- Contributed to a client portal for Bank of America.

Education

General Assembly | User Experience Design bootcamp (10-week, 500-hour program), 2016

Eastern Florida State College (formerly Brevard CC) | Marketing and Digital Media coursework, 2009 – 2011

Skills

Design: Product and UX/UI design, interaction design, component libraries, information architecture, user flows, journey mapping, prototyping, accessibility (WCAG), responsive design

Research, strategy & ops: User research, usability testing, A/B testing, heuristic evaluation, product strategy, design operations, workflow design, SOPs, Agile/Scrum

Tools: Figma, FigJam, Sketch, UserTesting