

Carly Raizon

PRODUCT DESIGNER

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SUMMARY

Product designer specializing in human-AI interaction for high-stakes, regulated environments. Designed AI-powered clinical tools at a Series C healthcare startup, including 18 months as sole designer. Experienced in navigating the core tension of applied AI: making automated outputs trustworthy enough to act on without overstating model certainty.

EXPERIENCE

Product Designer — Eleos Health

NOV 2022 — PRESENT

AI-powered behavioral health platform · Series C · Sole designer for first 18 months

- Led UX design for a real-time AI compliance assistant, defining how clinicians interact with, question, and correct LLM-generated outputs during clinical documentation, contracted by 40+ behavioral health organizations with early pilots demonstrating 5% compliance score improvement.
- Defined AI trust patterns for 17,000+ clinicians: nudges over hard blocks, factor-level reasoning over confidence scores, suppressed output when model certainty was low.
- Created reusable AI components (suggestion cards, confidence states, error fallbacks, feedback mechanisms) adopted across four product surfaces as the platform's design language.
- Led discovery research across 10+ behavioral health organizations, including onsite visits with CFOs, revenue cycle directors, CQI teams, and frontline clinicians, with findings directly informing architecture decisions on three product lines and driving adoption to 40+ orgs.
- Built interactive prototypes using AI tools (Claude Code, Figma Make, Lovable) that replaced static mockups for sales: 30-minute builds, 146-iteration demos, ~\$1M+ in supported pipeline.

Product Designer — Sett Invest

DEC 2021 — OCT 2022

Gen-Z social fintech startup · Pre-seed · First design hire

- First product design hire. Owned end-to-end design from discovery research and problem definition through interaction design and engineering handoff, launching the MVP.
- Conducted foundational user research to define the product problem space, translating findings into core UX flows and a visual identity for a consumer social platform.

Program Associate — The Aspen Institute

AUG 2018 — SEP 2021

Nonpartisan policy organization · Led website redesign and qualitative research

- Led redesign of a flagship program website, reducing support requests by 25%. Conducted qualitative research including stakeholder interviews and ethnographic studies to inform content strategy for non-specialist audiences.

EDUCATION

M.A., Human-Computer Interaction — Reichmann University

2022

Research focus: systems thinking and designing for complex real-world contexts

B.S., Psychology — Tulane University

SKILLS & TOOLS

Design AI Interaction Design · Human-AI Systems · Complex Workflow Design · 0→1 Product Design · Product Strategy · Accessibility · User Research

Tools Figma · Framer · v0 · Cursor · Claude · Lovable · Maze · Mixpanel · HTML/CSS