

Carly Raizon

Product designer specializing in human-AI interaction for complex, high-stakes domains. I have designed AI products from clinical documentation tools at a Series C healthcare startup, including 18 months as sole designer, to an AI-native loan origination system for mortgage lenders. My focus is the core tension of applied AI: making automated outputs trustworthy enough to act on without overstating model certainty.

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LinkedIn ↗

Portfolio ↗

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

- 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

EXPERIENCE

Loancrate | Senior Product Designer

JUL 2026 – PRESENT

AI-native loan origination system (LOS) for mortgage lenders

- Ran a self-initiated AI-transparency UX audit of the product, built as an interactive doc, that leadership adopted as a codified design standard and a funded engineering backlog, defining how machine-authored values, verification, and AI authority are surfaced across the platform.
 - Work at the design-engineering boundary: author front-end prototypes as real pull requests against the production React and TypeScript monorepo, using AI coding tools (Claude, Conductor) to turn a Figma idea into a working route on the shared design system, so decisions are validated in the actual product, not handed off as static mockups.
 - Design lead on 0-to-1 initiatives in a heavily regulated domain: a TRID-compliant service-provider configuration surface driving fee-tolerance and disclosure logic, and active change-detection monitoring that flags loan-data drift before it makes a loan unsaleable, designing for compliance, auditability, and human-in-the-loop control.
 - Designed the human-AI trust layer for AI-driven loan review: persistent provenance for machine-authored values and one-click deep links from an extracted field to its highlighted source, treating verification friction, not UI polish, as the root cause of AI that goes unchecked.
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Eleos Health | Product Designer

NOV 2022 – JUL 2026

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+ orgs 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.
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Sett Invest | Product Designer

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.
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The Aspen Institute | Program Associate

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.
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