Joseph Pagan.

Principal Product Designer - AI & Enterprise Platforms

AI Product Experience | Human-guided Agentic Delivery

INFO@JOSEPHPAGAN.COM | 954.249.8109 | LINKEDIN.COM/IN/PAGAN-JOSEPH | JOSEPHPAGAN.COM

BASE	EXPERIENCE	PROOF	FOCUS
Miami / Remote	29 years	10 awards & recognition	AI + enterprise platforms

01 P R O F I L E

Principal Product Designer and senior individual contributor with 3+ years AI-assisted product development. Shapes complex healthcare and enterprise AI experiences through hands-on design, Figma and code prototypes, reusable systems, cross-functional influence, and designer mentoring.

02 E X P E R I E N C E

Sogeti (Capgemini)

OCT 2024 / PRESENT

Principal Product Designer — MIAMI, FL

- Lead experience strategy and end-to-end product design for a leading healthcare provider across patient, employee, and enterprise workflows.
- Design the UI and experience layer for Sogeti's own agentic AI enterprise solutions, translating agent capabilities into coherent workflows, interaction models, reusable interface patterns, and prototypes.
- Translate complex workflows into journey maps, interaction models, and hands-on Figma and code prototypes, with human-guided AI-assisted practices.
- Define reusable interface patterns and design-system guidance, keeping accessibility and design quality central; mentor designers through shared practices.
- Partner with product, engineering, AI, and executive stakeholders to align user needs, technical feasibility, experience priorities, and design implementation.

Next Level Marketing

NOV 2017 / APR 2024

Director of Design and Development — MIAMI, FL

- Built and led a combined design and front-end engineering function across client engagements.
- Led analytics-informed redesigns focused on conversion, using research, journey mapping, and iterative improvement.
- Directed design systems, component libraries, front-end delivery, hiring, coaching, and the practice operating model.

EARLIER Senior design, UX, web, and front-end leadership across the prior two decades.

Joseph Pagan.

AI Product Experience | Enterprise Platforms | Healthcare UX

03 SELECTED IMPACT

- Award-winning enterprise healthcare experience leadership across patient, employee, operational, and AI-enabled workflows.
- AI-platform strategy and human-guided agentic delivery spanning governance, permissions, executive visibility, research, prototyping, design-to-code, and team enablement.

04 AWARDS & RECOGNITION

- 10 awards & recognition across healthcare product/team work for Baptist Health PineApp 2.0 (six Platinum honors, DANDA / eHealthcare), enterprise contribution, and AI innovation.
- Sogeti / Capgemini GEM Award for outstanding contribution.
- Second place - Sogeti's Got Talent AI competition, October 8, 2026.

05 CAPABILITIES / STACK

LEADERSHIP	Experience strategy | Cross-functional influence | Design quality | Designer mentoring | Product and engineering partnership
AI EXPERIENCE	Agentic workflows | Governance | Permissions | Human review | Product visualization | Responsible automation
PRODUCT SYSTEMS	Product discovery | Workflow analysis | Design systems | Accessibility | Roadmap-planning partnership
CRAFT / CODE	Figma | React | React Native | TypeScript | HTML/CSS/JS | Webflow | Claude Code | Codex | MCP

06 EDUCATION / CERTIFICATIONS

The Art Institute of Fort Lauderdale

1997 / 2001

BS, Media Arts & Animation

BrainStation

2022 / 2023

Web Development

CERTIFICATIONS	Design Thinking for Innovation | User-Centric Design with Generative AI | Accessibility and Collaboration

07 OPEN TO

Director of Product Design | Director, AI Product Experience | Head of Product Design | Principal Product Designer - AI | Principal AI Experience Strategist