

Chanelle Henry

PRINCIPAL AI PRODUCT & EXPERIENCE LEADER

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PRODUCT LEADERSHIP PROFILE

Principal-level product and experience leader with 15+ years turning ambiguous, high-constraint problems into clear product direction, platform models, research systems, and usable workflows. Strongest where AI, enterprise technology, human behavior, accessibility, and organizational complexity collide. Aligns product, engineering, design, research, operations, policy, and executive stakeholders from discovery through delivery while keeping evidence, human judgment, and trust visible.

CORE CAPABILITIES

AI & agent experience strategy	Product discovery & 0-to-1	Enterprise platform strategy
Human-in-the-loop workflows	Research synthesis & decision systems	Technical platform UX
Roadmaps & product prioritization	Service design & workflow mapping	Accessibility & responsible AI

SELECTED IMPACT

40%

faster research analysis with AI-assisted synthesis and human review

70+

Salesforce implementations supported while building a UX practice

30+

startup clients served through a founder-led consultancy

10+

people supported into UX and adjacent career transitions

EXPERIENCE

Principal Product, UX & AI Systems Strategist

INDEPENDENT CONSULTANCY · REMOTE · 2011-PRESENT

- Own product strategy and experience direction for human-in-the-loop AI workflows spanning research synthesis, health context, task support, career systems, and complex decisions.
- Translate uncertain opportunities into problem definitions, product priorities, interaction models, prototypes, service blueprints, decision frameworks, and delivery-ready next steps.
- Design AI-assisted synthesis and decision workflows using RAG concepts, prompt and routing patterns, human review, quality checks, and visible decision ownership.
- Partner with startups, nonprofits, and enterprise teams across product, engineering, research, operations, and executive leadership.

Senior UX Strategist & Accessibility Lead

CYCLOTRON · REMOTE · 2024-2025

- Built a RAG-informed research workflow that synthesized thousands of data points, reduced analysis time by 40%, and preserved human review and quality control.
- Created an inclusive-design playbook and reusable delivery guidance that shifted accessibility from checklist compliance toward repeatable product practice.
- Embedded with engineering teams to translate WCAG standards, Microsoft 365 constraints, and SharePoint implementation details into delivery-ready recommendations.

Lead Experience Strategist, Salesforce Platform

U.S. DEPARTMENT OF VETERANS AFFAIRS VIA TECHNATOMY · REMOTE · 2024

- Led experience strategy for Salesforce-based public-service modernization, improving form clarity, accessibility, trust, and workflow coherence across a fragmented ecosystem.
- Conducted research with underserved populations and translated findings into prioritized product, accessibility, adoption, and service recommendations.
- Aligned UX improvements with security, privacy, Section 508, WCAG, federal governance, and technical platform constraints.

EXPERIENCE CONTINUED

Senior Product & Experience Consultant

SLALOM · REMOTE · 2020-2022

- Led product discovery, research synthesis, experience strategy, service design, and cross-functional alignment across complex enterprise platforms.
- Created a service-blueprint framework, later featured by Miro, connecting backend systems, APIs, operations, ownership, and front-end journeys.
- Helped build a Design Center of Excellence and mentored consultants on critique, documentation, product quality, and stakeholder advocacy.
- Contributed to proposals, estimation, executive presentations, and business-development work that clarified the commercial value of UX.

Director of User Experience / Practice Owner

BLUEWOLF, AN IBM COMPANY · NEW YORK + REMOTE · 2013-2016

- Established and led a UX practice supporting 70+ Salesforce implementations across enterprise SaaS, healthcare, financial services, mobile, and customer-experience programs.
- Built intake, staffing, design-system, research, prototyping, and design-QA practices that connected UX delivery with product, engineering, sales, and executive teams.
- Led product and experience strategy for clients including GSK, Fidelity Investments, T-Mobile, Moody's, and Western Digital.
- Designed GSK iKoach, a field-enablement product supporting education, adoption, and sales workflows for Sensodyne and Nicorette.

Founder & UX Consultant

CHD COLLECTIVE · REMOTE · 2009-2013

- Founded a UX consultancy serving 30+ startup clients and led a distributed team of 10+ designers, developers, and writers.
- Owned client acquisition, scoping, roadmaps, research, prototyping, delivery planning, and team allocation.

SELECTED EARLIER WORK

Researcher & Lead UX Consultant, Duke University · Senior Digital Designer, ViacomCBS · Earlier independent UX, product, mobile, and service-design engagements

LEADERSHIP, SPEAKING & TEACHING

Built and led design practices, Centers of Excellence, distributed delivery teams, and mentoring systems. Speaker and educator at SXSW Interactive, SXSW EDU, RailsConf, Villanova Women in Tech, University of Pennsylvania, Hanselminutes, CodeNewbie, and a multi-episode Howcast series on design and technology. Artist in Residence at Duke's Pratt School of Engineering, exploring 3D printing and laser engraving as design tools.

EDUCATION & CREDENTIALS

Microsoft Certified: Azure AI Fundamentals (AI-900) · **Google:** Data Analytics; IT Automation with Python · **IBM:** Machine Learning with Python; Deep Learning & Neural Networks with Keras

Eastern University: B.A., Psychology & Religion · **Duke Divinity School:** M.T.S. coursework

TOOLS & DOMAINS

AI-assisted research · RAG concepts · prompt and agent workflow design · Salesforce · Microsoft 365 · SharePoint · Figma · Miro · Python-aware automation · enterprise SaaS · public sector · healthcare · accessibility

SELECTED CLIENTS

IBM · GSK · Microsoft · United Nations · ViacomCBS · BCG · Mayo Clinic · AstraZeneca · T-Mobile · Fidelity Investments