

Ryan Herrin

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WORK EXPERIENCE

Belva AI

Bellevue, WA

Product Design Manager

Jan 2025 - Present

- Managed a design team delivering AI-driven workflow and agent systems for legal software, strengthening data protection, security, and responsible design practices.
- Defined information architecture and interaction models in collaboration with product and engineering teams, enabling secure, scalable automation.
- Conducted user interviews, mapped user flows, and prototyped human-in-the-loop (HIL) interactions that increased the accuracy and reliability of automated workflows.

VMware

Bellevue, WA

Product Designer

Sep 2022 - Jan 2024

- Delivered cloud security and feedback features for VMware's Cloud Console, improving discoverability by 30% and user satisfaction by 27%.
- Collaborated across teams to identify workflow inefficiencies and redesigned interfaces that reduced support tickets by 15%.
- Created reusable interaction patterns and documentation that ensured consistent, scalable design across VMware's multi-cloud ecosystem.

Brick & Brine Creative Agency

Bellingham, WA

UX Design Researcher

Jul 2020 - Sep 2022

- Led six end-to-end UX and product design projects, translating research insights into accessible, high-impact digital experiences.
- Redesigned healthcare platforms to improve navigation and information architecture, increasing scheduling efficiency by 33%.
- Delivered WCAG 2.1-compliant responsive websites and improved usability scores through iterative user testing and accessibility refinement.

PROJECT EXPERIENCE

Belva AI

LawGoat

Jul 2025 - Present

- Streamlined legal workflows and drove the end-to-end design of LawGoat, an AI-powered legal automation platform emphasizing compliance, data integrity, and user trust.
- Defined user flows, information architecture, and visual systems for AI agent creation, auditability, and oversight.
- Conducted user research with 12 case managers to inform product direction and roadmap prioritization.

VMware

Global Search

Jul 2023 - Jan 2024

- Identified a major usability gap in the global header and initiated the Global Search project, designing a cross-product search experience that increased task completion speeds by 30%.
- Drove cross-team alignment and established design standards to ensure consistent implementation of Global Search across VMware's product ecosystem.

EDUCATION

Western Washington University

Bellingham, WA

Business & Economics

University of Michigan

Ann Arbor, MI

UX/UI Design