
RYAN BAKER
PRODUCT DESIGN LEAD
RÉSUMÉ

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Austin, Texas, USA

9+ YEARS PROFESSIONAL HISTORY

Fidelity Information Services

Product Design, Senior Lead

Dec 2024 - Present

Austin, TX (Remote)

- Leading end-to-end design strategy for FIS Ecosystems, defining future tooling for technology integrators across large financial institutions.
- Partnering with cross-functional leadership across research, product, and engineering to translate complex enterprise requirements into intuitive, scalable workflows.
- Driving strategic design vision for AI-enabled integration tools and banking core modernization initiatives.
- Strategic design direction recognized directly by the CEO during executive share-outs, from research insights through to identified product opportunities.

Resilience

Product Design Director

Oct 2023 - Dec 2024

Austin, TX (Remote)

- Led all design efforts for Resilience's Edge Solution, a cybersecurity risk management platform adopted by dozens of Fortune 100 companies.
- Owned the full design process: user research, information architecture, design systems, prototyping, and cross-functional execution through to launch.
- Designed the core experience enabling customers to receive personalized cyber action plans with quantified financial risk reduction: translating complex threat data into legible, actionable decisions.
- Managed a small team of direct reports while collaborating across product, engineering, and business stakeholders.
- SC Award Winner: Best Cybersecurity Management Platform (2024).

frog

Senior Interaction Designer

Apr 2022 - Aug 2023 (*closed*)

Austin, TX (Hybrid)

- Led end-to-end interaction design across enterprise clients including AT&T and Halliburton, from discovery and research through prototyping and execution.
- Designed a consumer health awareness campaign for VSP reframing proactive eye care for people with no perceived vision issues.
- Mentored junior designers and contributed to strategic design decisions shaping product and service direction.
- Remained through closure of the Austin studio.

CLEVER°FRANKE

Senior UX Designer

Dec 2020 - Apr 2022

Utrecht, The Netherlands

- Core designer on the Dutch National Corona Dashboard, a real-time public data platform serving 3 million weekly users at peak pandemic usage (Red Dot Design Award Winner).
- Transformed complex government data into intuitive, accessible visualizations under high public scrutiny and rapid iteration cycles.
- Core designer to Tenable One, a cybersecurity exposure management platform (Red Dot Design Award Winner).

IBM

User Experience Designer

Jan 2015 - Sep 2018

Dublin, Ireland / New York, USA

- Designed human-centered experiences for Care Manager and Watson Health Analytics, AI-powered platforms used by clinical teams to manage patient care at scale.
- Focused on building clinician trust in AI output, making complex algorithmic recommendations legible and actionable for medical professionals.
- Progressed from supporting design efforts to leading interface design across the full product lifecycle.

EDUCATIONAL HISTORY

Master of Arts, Information Design

Design Academy Eindhoven

Oct 2018 - Sep 2020

Eindhoven, The Netherlands

Bachelor of Design, Industrial Design

National College of Art and Design

Sep 2010 - Jun 2014

Dublin, Ireland