

RUIHAI YOUNGBLOOD

Lead Product Designer
ruihaiyoungblood.com

EXPERIENCE

Lead Product Designer → Flatiron Health

Sep. 2021 onwards, design manager as of Feb. 2026 / New York City

Improving workflows to find, extract, and QA datasets of cancer patients with complex treatments.

Designed PCE, a platform for any internal user to pull oncology insights from any patient chart using LLMs. PCE generated \$1M in new project signings and saved \$400k in scoping costs since release Sep. 2025.

Developed our user-facing AI strategy, which included prioritizing content reduction, switching users from data capture to data verification, and deprioritizing chatbot and summary features.

Senior Product Designer → Aperture Health

Nov. 2020-Aug. 2021 / Remote + Louisville, KY

Led design for Synergy, the core credentialing app, which processes 800k+ healthcare provider files a year. Identified workflow inefficiencies and solutions in file processing through contextual inquiries and rapid prototype testing. Designed a tool that eliminates a mandatory 45 minute wait, which has initially increased file-per-hour output from 2.00 to 2.44, an annual savings of \$850k.

Senior Product Designer → VMware Tanzu (fka Pivotal Labs)

Jan. 2017-Nov. 2020 / Washington, DC

Lead for all stages of design on a product team, from discovery research to visual design. Simultaneously taught clients brand new to UX how to lead the User-Centered Design process.

Led the FAA's first product team to [public release](#) in six months. Immediate positive feedback from the aviation industry convinced FAA executives to fund a second product team.

Graphic Design Lead → University Esports (fka NUEL)

Jan. 2014-Jan. 2017 / London, UK

SKILLS

Full-Stack Product Design

Toolkit: Figma, Figma Make, Axure, HTML + CSS, React Storybook.

User research: contextual inquiry, usability testing, synthesis, user flows, service blueprints.

UX design: rapid prototyping, wireframes, accessibility.

Visual design: UI design, branding, design systems, component libraries.

EDUCATION

MA in User Experience (Distinction) → Loughborough University, 2016

BA in Economics & Politics → University of Warwick, 2014