

LISE PILOT

Strategic Product Designer

Enterprise UX • AI Experiences • Product Transformation

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SUMMARY

Strategic, hands-on Product Design leader with 15+ years designing complex digital products across enterprise SaaS, mobile, AI, and emerging technology. I work across discovery through delivery, partnering with Product, Engineering, and business leaders to turn complex customer and business needs into clear, scalable product experiences. My approach connects people, systems, and business to simplify complexity and deliver measurable outcomes.

CORE EXPERTISE

Product Design + Strategy: Product Design Leadership, Product Discovery, Agile Product Development, Product Strategy, Cross-Functional Alignment

Systems + Enterprise UX: Enterprise SaaS, Complex Workflows, Design Systems + Governance, Accessibility (WCAG), Enterprise Mobility

AI + Research: Human-Centered AI, AI-Assisted Workflows, Rapid Prototyping, Contextual Research, UX Measurement + Analytics

PROFESSIONAL EXPERIENCE

Experience Architect (Contract) – NextEra Energy, Juno Beach, Florida

03/2026 to 08/2026

- Defined the product vision for an AI-powered renewable energy prospecting platform, translating contextual research with developers into tools that simplified site evaluation and accelerated decision-making.
- Led UX strategy for a landowner self-service platform projected to deliver ~\$150K in annual support savings by shifting ~5,000 service calls to digital self-service.
- Established a UX intake and governance model across 4 workstreams, identifying research and design needs before engineering estimates to reduce downstream rework.
- Modernized Salesforce Lightning Design System patterns and governance rules, embedding consistency, accessibility, and delivery efficiency across enterprise applications.
- Mentored 3 product designers while aligning cross-functional GIS, Product, Engineering, and executive leaders.

Principal Product Designer / UX Design Manager – UKG, Weston, Florida

12/2016 to 02/2026

- Scaled and mentored a high-performing team of 6 designers and researchers, elevating design quality, critique standards, and multi-disciplinary delivery across enterprise SaaS platforms.
- Led post-merger UX strategy for the \$22B One UKG Experience, driving consistency across 5 product domains and accelerating cross-platform delivery by 30%.
- Turned around a high-risk beta using NPS insights, converting detractors into promoters and generating ~10 monthly sales references.
- Co-created and scaled LightStarters, a repeatable design sprint framework that standardized customer discovery and cut concept validation cycles by 30%.
- Led mobile research and usability improvements that increased adoption by 25% and raised the App Store rating to 4.5 stars.
- Simplified complex back-office workflows across scheduling, timekeeping, exceptions, and employee management.

Founding UX Manager / UX Architect – SATO Global Solutions, Fort Lauderdale, Florida

03/2015 to 11/2016

- Built the company's first UX practice, establishing operational standards, rapid prototyping frameworks, and design governance.
- Defined user experience strategy for emerging IoT and RFID solutions across healthcare, retail, logistics, manufacturing, and hospitality.
- Partnered with executive leadership across Product, Engineering, and Sales to translate complex technology into intuitive products and strategic sales assets.

Lead Product Designer – Citrix Systems, Fort Lauderdale, Florida

02/2004 to 02/2015

- Led multi-platform UX strategy for Citrix Receiver across 6 operating systems during the rapid growth of enterprise mobility.
- Designed XenMobile enterprise mobility experiences, balancing strict security and compliance requirements with consumer-grade usability.
- Established Citrix's first enterprise mobility usability lab, embedding Design Thinking, rapid prototyping, and research-driven decision-making into product delivery.

EDUCATION AND CERTIFICATIONS

- Executive MBA, Florida Atlantic University
- B.S., Human Factors and Ergonomic Engineering, University of Massachusetts
- Certifications: Salesforce Platform UX Designer, Designlab AI Product Design, Google Generative AI Leader, LUMA Human-Centered Practitioner, SAFe Agile Product Owner

RECOGNITION

- NextEra Best Learning Experience Award (2026)
- Replit AI Prototyping Challenge Winner (2025), AI Innovation Hackathon Winner (2024)
- Great Place to Work Innovation Award - LightStarters Framework