



Lennart Anderson

lennart-anderson.com

Product Designer – SaaS, Platforms & Complex Products

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Summary

Product Designer specializing in SaaS and platform products, focused on complex, data-driven systems. I define product direction under ambiguity and ship scalable experiences that improve decision velocity and operational clarity.

Experience

Microsoft (via Tech Mahindra) – UX Designer

Seattle, WA – July 2023 to February 2026

- Sole UX designer for an internal customer success SaaS platform supporting **10,000+ users across 40+ products**, owning end-to-end experience from discovery through delivery
- Designed a **centralized insights-sharing system**, replacing ad-hoc email workflows and **reducing time spent locating and sharing knowledge across teams**
- Developed **executive-facing dashboards** visualizing **feedback from millions of users**, **reducing time-to-insight** and **enabling more consistent data-informed decision-making**
- Optimized issue-resolution workflows for project managers, **reducing the number of steps required to diagnose and resolve customer issues**
- Translated ambiguous product requirements into **scalable UX artifacts**, including user flows, wireframes, and prototypes, enabling cross-functional teams to **deliver cohesive platform experiences**
- Built **high cross-functional trust** across PM, engineering, and leadership, resulting in invitations to strategic initiatives and product experimentation efforts **beyond initial project scope**

Aerwave.io – Lead UX Designer

Seattle, WA – June 2021 to March 2023

- Owned UX across **7 desktop and mobile products** for a nationwide ISP serving **30,000+ apartment properties across 26 states**
- Designed and shipped a complex desktop web platform supporting billing, network monitoring, device management, and customer diagnostics, **servicing as the operational hub for a 30,000+ property network**
- Established and scaled a **200+ component design system** in Figma, **reducing design-to-dev handoff friction** and **enabling consistent, faster delivery across 7 products**
- Guided UX strategy through evolving requirements and shifting priorities, balancing speed with usability in a startup environment
- Conducted qualitative research to surface **11 actionable product opportunities**, directly influencing roadmap prioritization and feature development

Skills

Core Skills

User Interviews, Usability Testing, Heuristic Evaluation, Competitive Analysis, Product Strategy, Surveys, Personas, User Flows, Experience Design, Interaction Design, Information Architecture, Journey Mapping, Storyboarding, Rapid Prototyping, Wireframes, Data Visualization, Enterprise, B2B SaaS, UX Writing, AI-assisted Product Design, LLM-Driven Product Exploration

Tools

Figma, Cursor, Sketch, Adobe XD, Principle, Zeplin, Locofy.ai, Photoshop, Illustrator, InDesign, InVision, HTML, CSS, Javascript

Education

Designlab

AI-Assisted Design & Prototyping

School of Visual Concepts

Certification – User Experience Design

UX Writing

Seattle Pacific University

Bachelor of Arts – Visual Communications