

Principal Product Designer

Klimentina Jauleska-Vasilev

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Design portfolio: klimentinajauleska.com

Art portfolio: jauleska.com

LATEST DESIGN EXPERIENCE

Oracle, Clinical AI Agent | New York, NY (Remote)

Principal Voice UX Designer | April 2025 – Present

- Direct research and design strategy, transforming complex medical workflows into intuitive, voice-first agentic experiences for high-stakes healthcare environments.
- Architect scalable agentic systems across devices, using advanced prototyping to accelerate stakeholder alignment and validate complex AI workflows.
- Lead the end-to-end multimodal lifecycle, partnering with Data Science and Eng. to define interaction logic balancing technical capabilities with deadlines.

U.S. Bank, Consumer Personalization & Design Systems | New York, NY (Remote)

Senior Experience Designer | Sept 2022 – April 2025

- Designed scalable solutions for 1,500+ partners, delivering seamless responsive web and native experiences including conversational AI and voice search.
- Scaled a world-class design system for 250 teams, driving a 40% adoption increase through core component development, research and cross-functional co-creation.
- Boosted efficiency by 37% and cut costs by 33% by building library components that resolved technical ambiguity and aligned stakeholders.

Meta for Business, Meta Platforms | New York, NY - Hybrid

Senior Product Designer | March - September 2022

- Designed intuitive products for 23,000 active users across 75 countries, addressing complex navigation challenges while prioritizing design system components.
- Collaborated with PMs and engineers to align product vision with user needs and technical constraints, through co-creation sessions communicating unified vision.
- Demonstrated deep understanding of both business and partner needs, using data-driven insights to inform design decisions and align solutions with strategic goals.

Nielsen, Data Delivery | New York, NY - Remote

Senior Product Designer | January - May 2021

- Created modular, data-driven applications for internal and external users, using an iterative research-based process, raising the Net Promoter Score from -50 to +25.
- Improved the ease of use and the visual appeal using balanced visual design and micro-interactions, leading to a 35% increase in user satisfaction.
- Delivered multiple high-fidelity prototypes, enhancing user experience and improving functionality, accessibility, and visual satisfaction.

CORE EXPERTISE

- **Design & Strategy:** Voice UX Strategy, Conversational Architecture, Agentic Workflow Design, Multimodal Interaction Strategy, Design Strategy, Systems Thinking, Clinical Workflow Optimization, Interaction Logic Definition, Driving Design Vision, User-Centered Design (Concept to Delivery), Scoping & Prioritization
- **Prototyping & Tools:** Advanced Prototyping & Simulation, Conversational Flow Modeling, AI Workflow Prototyping, Figma (Advanced Systems & Component Architecture)
- **User Research & Insights:** Research Strategy & Direction, Mixed-Methods Research, Insight-to-Strategy Translation, Usability Testing, Competitive Analysis, Metrics-Driven Experience Optimization
- **Collaboration & Leadership:** Cross-Functional Leadership, AI-Engineering Alignment, Product & Data Science Partnership, Executive Communication, Technical-Design Translation, Design Evangelism, Stakeholder Engagement, Workshop & Co-Creation Leadership
- **Communication & Presentation:** Strategic Narrative Development, Executive Influence, Visual Storytelling, Complex Systems Simplification, Design Rationale Articulation, Presentation & Facilitation, Effective Verbal & Written Communication

SUMMARY

As a Principal Voice UX Designer, I lead the strategy and architecture of agentic, voice-first AI systems in high-stakes healthcare environments. I specialize in transforming complex clinical workflows into intuitive, multimodal experiences that balance human cognition, technical constraints, and business goals.

With over a decade of experience, I operate at the intersection of AI capability and systems thinking—defining conversational frameworks, interaction logic, and research strategy that translate ambiguity into scalable, measurable solutions. I partner closely with Data Science, Engineering, and Product to align technical feasibility with human-centered design.

I am driven by simplifying complexity and advancing human-AI collaboration, building intelligent systems that are usable, trustworthy, and impactful.

EDUCATION

Masters of Fine Arts, Montclair, NJ, 2010 - 2012

Studio Arts and Photography, Montclair State University

Bachelors in Fine Arts, Skopje, Macedonia, 2004 - 2009

Painting, Drawing and Design, University of ss. Cyril and Methodius

AWARDS

1st place - Innovation in Design, 2023
Accessibility and inclusion with AI

Gold Design Award, 2023
Concept and animation for Spark

Gold Shield Design Award, 2022
U.S. Bank branch and ATM locator pages

Merit Scholarship Award, 2010 & 2011
Studio Arts, Montclair State University, NJ

CERTIFICATES

2.0 - Accessibility Fundamentals, June 2024
Deque Systems

UserZoom Platform Essentials, May 2023
User Research and User testing

UX/UI Program, NYC, 2020
UX Design/Research, General Assembly