

Bonnie Carberry

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Principal Product Designer | AI, Enterprise Platforms & Complex Systems

PROFILE

I design mission-critical platforms for the people who can't afford for them to fail: SOC analysts, security engineers, and technical operators in high-stakes cybersecurity environments. Over 20 years, I've turned distributed architectures, federated data, and AI-assisted workflows into products that cut cognitive load without sacrificing the density expert users demand. I lead research with technical audiences and shape roadmap strategy alongside product and engineering leaders at Akamai, Secureworks, and Query AI.

BY THE NUMBERS

- **\$200M → \$1.2B** Security Revenue
- **4 hrs → 15 min** Customer Onboarding
- **20%** User Adoption Increase
- Unified UX Across 7 Enterprise Product Lines

IMPACT HIGHLIGHTS

- Architected end-to-end UX for a federated security analytics platform enabling analysts to query distributed telemetry across enterprise tools, reducing onboarding from 4 hours to 15 minutes.
- Led cloud security UX through Akamai's growth from \$200M to \$1.2B in revenue, contributing to four consecutive years of Gartner Magic Quadrant leadership.
- Drove a 20% increase in user adoption at Secureworks within one year through iterative user research and testing with SOC analysts, incorporating findings directly into the Taegis Agent roadmap.
- Designed AI-assisted and NLP-driven workflows integrating human-in-the-loop automation and autonomous agent capabilities without compromising data integrity or platform trust.
- Built and scaled security design systems and cross-product UX frameworks supporting multi-product platforms across seven product lines.

CORE COMPETENCIES

- Platform & Systems Architecture for Complex, Distributed Environments
- Security Operations & Analyst Experience Design
- AI Product Strategy & Human-AI Interaction Design
- Data Visualization & Analytical Interfaces
- User Research, Usability Testing & Qualitative Synthesis
- Enterprise Design Systems & Cross-Surface UX Consistency
- Stakeholder Alignment & Cross-Functional Leadership

PROFESSIONAL EXPERIENCE

Principal Product Designer — Query AI, Atlanta, GA (Remote) · May 2023 – Dec 2025

- Architected end-to-end UX for an OCSF-aligned federated security analytics SaaS platform, enabling analysts to query and correlate distributed data across diverse security tools without centralizing or duplicating data.
- Designed for SOC analysts and security engineers as primary power users, conducting stakeholder interviews and usability testing to capture workflow density requirements and the technical rigor complex security operations demand.
- Operationalized canonical data models by aligning information architecture, entity and event schema mapping with user mental models to improve clarity, trust, and first-time user success.
- Designed AI-assisted configuration and schema mapping workflows for complex infrastructure tooling that reduced enterprise onboarding from 4 hours to 15 minutes, accelerating customer activation and increasing first-time success with complex security integrations.
- Integrated AI-assisted and NLP-driven workflows within system constraints, introducing human-in-the-loop automation and autonomous agent capabilities without compromising data integrity, explainability, or platform trust.
- Led cross-functional design strategy across product and engineering, aligning roadmap priorities and accelerating delivery of AI-powered platform capabilities.
- AI Development Workflow: Cursor, Claude Code, GitHub, Vercel, Figma Make, Bolt, v0, Replit, UX Pilot

Senior Principal Product Designer — Dell Secureworks, Atlanta, GA (Remote) · Mar 2022 – Apr 2023

- Supported security operations and endpoint teams using Secureworks Taegis XDR to detect, investigate, and respond to threats under high pressure.
- Directed UX for endpoint agent teams, re-architecting information architecture, streamlining task flows, and clarifying system states to improve usability for security professionals and technical operators.
- Drove a 20% increase in user adoption within the first year through iterative, metrics-informed user research and testing with SOC analysts, incorporating findings directly into the Taegis Agent roadmap.
- Partnered with product, engineering, and research to align roadmap, integrate SOC analyst insights, and deliver more actionable, context-rich alert experiences from design through production.

Director of Platform UX — TrueFort, New York, NY (Remote) · May 2021 – Feb 2022

- Directed end-to-end redesign of a cloud-based behavioral analytics security SaaS application, defining UX vision, patterns, and practices across the platform.
- Led a front-end UI global development team, providing design direction, mentoring, and close collaboration with engineering to deliver a complete redesign of the behavioral analytics platform.
- Reworked navigation, visualization, and workflows for detection and response to better reflect real analyst decision paths.
- Aligned UX with go-to-market narratives and enterprise customer needs, contributing to three new enterprise customer wins and improved profitability.
- Standardized design artifacts, user journeys, and terminology across product marketing and engineering, improving cross-functional collaboration and shortening iteration cycles.

Principal UX Designer Lead — Akamai Technologies, Cambridge, MA (Remote) · May 2014 – May 2021
Acting Head of Security Product Design for 8 years

- Led product design for cybersecurity solutions protecting global enterprises' web applications, APIs, and infrastructure at scale, from strategy through interaction design and prototyping.
- Served as de facto Head of Security Product Design for 8 years, defining platform interaction patterns, analyst workflows, and shared data visualization models across seven security product lines, supporting revenue growth from \$200M to \$1.2B.
- Built the security product design organization from a single designer to a distributed team of five, providing design leadership and mentoring while establishing UX as a strategic function across a platform spanning seven product lines.

- Contributed to four consecutive years of Gartner Magic Quadrant leadership through product design that raised the bar on usability and platform coherence.
- Established a platform design system and governance model to maintain consistency across products, enabling faster integration of new capabilities and smoother post-acquisition product experiences.
- Conducted ongoing user research with enterprise security teams, including interviews, usability testing, and qualitative synthesis to develop personas and user flows that informed roadmap priorities and validated design decisions.

UX/UI Designer and Independent Consultant — Portsmouth, NH · Aug 2000 – May 2014

- Led brand and UX initiatives for clients including Intuit, Harcourt Brace, The Boston Globe, and M+M Mars, delivering digital experiences across marketing sites, applications, and interactive media.
- Managed discovery, user research, IA, interaction design, and visual execution for cross-industry projects, adapting UX processes to a wide range of business domains.

TECHNICAL SKILLS

AI-Assisted Design & Shippable Prototyping: Claude Code, Cursor, GitHub, Vercel, Windsurf, Figma, Figma Make, shadcn/ui, Codex, Sketch, V0, Bolt, Replit, UX Pilot, InVision, Adobe Creative Suite · Wireframing, production-ready prototyping, design systems, user flows, journey mapping

Design Systems & Frontend Collaboration: Storybook, component libraries, design tokens, Figma variables, Tokens Studio, theming, scalable UI architecture, design-to-development handoff, dev-ready specifications, design system governance

User Research Methods: Stakeholder interviews, user interviews, usability testing, qualitative synthesis, personas, design thinking

Platform & Systems Design: Canonical data modeling, schema mapping workflows, federated systems UX, complex configuration design, information architecture for distributed systems

AI & Automation Workflows: LLM-powered UX workflows, agentic AI systems design, human-in-the-loop automation, AI-assisted configuration

Security & Analytics Domain: XDR workflows, SIEM workflows, MITRE ATT&CK-informed UX, OCSF, SOC analyst tooling, security data visualizations

CISSP (ISC2): In Progress

EDUCATION

Bachelor of Fine Arts, Painting · Minor in Psychology

Penn State University, University Park, PA