

Henry Chen

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With 7 years in SaaS across observability, sales, and legal, I turn ambiguous 0-to-1 problems into clear, scalable products that move business metrics. I design AI-native experiences (natural-language search, autonomous-agent governance) and ship with AI tools. The access patterns and internal playbooks I've built are adopted across 9 products org-wide.

EXPERIENCE

Product Designer II • Datadog

2022 – Present • NYC

- Led key improvements to Audit Trail, a compliance monitoring tool, to reverse accelerating churn, cutting zero-usage accounts from 55% to 33% and reducing support tickets by 69%
 - Designed agent-attribution patterns distinguishing actions taken by autonomous AI agents from those taken by people, giving compliance teams governance over AI-delegated workflows
 - Partnered with the data science team to replace a technical query syntax with natural-language search, cutting time-to-first-result from ~1 min to 32 sec. The search and a recommendation section were both adopted into Datadog's design system and reused by other product teams
- Established access principles, patterns, and an internal playbook adopted across 9 core products, unblocking \$23.8M ARR in enterprise deals and cutting lockout support tickets by ~85% within 6 months
- Designed a reusable in-app notification system for Datadog's AI products (real-time toasts, a persistent bell hub, and inline tool-approval prompts), lifting return-to-result rate by 24%
- Shipped Safety Center, multi-factor authentication, and improvements to API/application key management, three of Datadog's most security-critical admin surfaces

Product Designer • Chili Piper

2020 – 2022 • Remote

- Designed the early version of a chatbot and no-code lead-routing engine that qualified and routed inbound visitors in real-time, lifting booked meetings by 16%, generating \$94K ARR, and cutting time-to-first-response by ~30%
- Spearheaded a new freemium trial experience end-to-end, and designed a meeting landing dashboard giving reps real-time visibility into daily meetings

UX Designer • Elevate

2019 – 2020 • Remote

- Redesigned a web legal billing tool that reduced bill processing time by ~50%
- Designed a mobile legal project management app (iOS + Android)

SKILLS

AI-native product design (natural-language interfaces, agent UX, recommendations)
AI-assisted workflow (Claude Code + Design, ChatGPT, Cursor, Figma Make)
Data-driven design / product analytics
Design strategy
Design systems
Interaction design
Web / mobile design
Prototyping in Figma & code
User research & testing

EDUCATION

University of California, San Diego

B.S. Cognitive Science, HCI
Minor in Business, Product Management