

# Henry Gauthreaux

Portfolio › [henry-gauthreaux.com](https://henry-gauthreaux.com)

[linkedin.com/in/henrygauthreaux](https://linkedin.com/in/henrygauthreaux)

[hgauthreaux@gmail.com](mailto:hgauthreaux@gmail.com)

917-742-6711

Customer-obsessed product design leader with over 16 years of experience driving innovative product strategies from conception to launch in enterprise and healthcare technology. Proven ability to lead cross-functional teams, elevate user experiences, and deliver measurable business and patient outcomes.

Expert in user-centered design, AI-optimized workflows, shaping intuitive digital journeys through research, and collaborating effectively with executive leadership, expert stakeholders, product managers, and engineers.

## **JPMorgan Chase · New York, NY**

**Vice President, Experience Design** (*Jul 2025 - Present*)

- Led end-to-end UX strategy for Cloud Help, an AI-first productivity platform supporting 60,000+ monthly internal users across cloud and financial systems
- Defined product vision, UX principles, and design standards for AI-assisted workflows, accelerating issue resolution and developer productivity
- Established reusable UX patterns and component libraries to ensure consistency across multiple internal cloud products and teams
- Drove adoption through usability testing, data-informed iteration, and continuous feedback loops with power users and platform stakeholders
- Influenced roadmap prioritization by connecting UX insights to measurable productivity gains and platform health metrics

## **RubiconMD · New York, NY**

**Head of Product & Design / Senior Director of Product & Design** (*Jan 2023 – May 2025*)

- Led overall product direction, design, and development, collaborating closely with executive leadership, clinical leadership, engineering, sales teams, and working directly with partner clients.
- Oversaw 2 design teams and 4 cross-functional product scrum teams to drive successful delivery and innovation.
- Designed and led development of RubiconMD's ProConsults offering, enabling proactive chronic disease management through eConsults, resulting in 47% YoY growth in 2024.

- Led discovery and development of RubiconMD's Intelligent Specialist Routing, which improved operational efficiency, resulting in 7% median turn-around-time improvement and a 47% drop in total manual assignments despite significantly increased volume in 2024.
- Led design and development of Specialist Peer Reviews, achieving RubiconMD's annual clinical goal of 10% reviews in just five months post-launch.
- Led design and development of UX improvements which reduced median specialist response time by 20% through features like an In-app Attachment Viewer and a fully featured mobile app.
- Spearheaded initiative to automate billing and payments of complex cases for specialists, achieving a 38% reduction in complex case expenses while maintaining specialist user satisfaction.

### **Senior Director of Product Design / Director of Product Design** *(Jun 2020 - Jan 2023)*

- Designed and led development of RubiconMD's Behavioral Health Collaborative Care product, enabling care management for 10,000+ patients and 34,000+ case reviews within the first year.
- Built and led a cross-functional design team focused on cross-functional collaboration and user-centered product development, resulting in enhanced clinician satisfaction.
- Established and maintained a new design system, ensuring consistent UX/UI across multiple platforms and products.
- Developed cross functional processes beyond just product design to align solutions with Clinical, Sales, and Engineering teams.

### **ESO · Austin, TX**

#### **Manager of Product Design & UX** *(Aug 2014 - Jun 2020)*

- Led a design team through major product redesign initiatives, significantly enhancing user experience and operational efficiency.
- Redesign of flagship Electronic Health Record (EHR) product, reducing data entry times by over 50% and maintaining 100% customer retention.
- Managed comprehensive UX processes including user research, prototyping, and testing across 14 product launches and 4 acquisitions.
- Mentored, hired, and developed creative talent, fostering high team engagement and consistent performance.

## **Product Designer** *(Nov 2008 - Aug 2014)*

- Conducted extensive user research to inform designs, resulting in highly intuitive and efficient product solutions.
- Executed end-to-end visual and interaction strategies, driving product adoption and market leadership.

## **Technical Expertise & Methodologies**

- **Research & Discovery:** Directed and executed qualitative and quantitative research studies, employing methodologies such as usability testing, interviews, surveys, and data analytics.
- **Design & Prototyping:** Expert in wireframing, prototyping, journey mapping, and responsive design across mobile and web applications.
- **Tools:** Figma, Sketch, Adobe Creative Suite, InVision, Jira, Confluence

## **Education**

**Bachelor of Computer Science**  
Austin Community College, 2008

**Associate of Web Page, Digital/Multimedia, and Information Resources Design**  
Brooks College, 2006

**Bachelor of Fine/Studio Arts, General**  
Louisiana State University, 2005

## **Skills**

Product Leadership, Design Leadership, Product Management, Product Design, User Experience (UX), User Research, Discovery, Team Leadership, Teamwork, Cross-Functional Collaboration