Jack Skates

Product & Design Leader | Hands-On AI Builder

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Summary

Product and design leader, now building end to end. 25+ years shaping products for Samsung, HP, Nissan, PayPal, and Zelle at the strategy and design stage. Since 2022, has built a proprietary AI agent system that turns strategy and UX into working software in days, not months.

Selected Builds

Each designed and built hands-on with one developer intern. Live demos available.

- **Sunrise (TBI health app):** Built a working MVP from scratch in 5 days after the client's prior developer failed for a year. Live on web; iOS and Android in store submission.
- **SVP Portal (philanthropy member app):** v1 took 60 days in 2025. After a year of agent-system refinements, a full redesign and rebuild took 1 day in 2026.
- **Meridium (AI business operating system):** Runs a private, self-hosted model so company data never trains cloud AI. Replaced six SaaS tools internally, saving $24K a year.
- **Signal DMX (music-driven lighting):** Triggers lights on beats and bars instead of timecode, with music phrase analysis and an iPad and MIDI controller.

Core Skills

Product & AI Building: AI product strategy, 0-to-1 product development, AI agent systems and agentic workflows, AI-native development (Claude Code, Codex, Cursor), LLM integration, RAG and vector search, private and self-hosted AI models, Next JS, React, Supabase

UX & Design: Product design, UX strategy, human-AI interaction design, information architecture, interaction design, design systems, user research, Figma

Leadership: Product and design leadership, teams of up to 37, practice building, mentoring, executive workshop facilitation (VP to C-suite), design thinking, business development

Experience

Whispering AI | Founder & CEO Scottsdale, AZ (Remote) | Jan 2024 – Present

- Built an AI product studio and a proprietary agent system; delivered 7 client engagements and took 7 in-house products into commercialization or app store submission.
- Merged two law firms' digital operations: built the combined site in 1 day, then moved SEO, IT systems, and back-office APIs into a self-service client portal.
- Cut client software costs: $10K a year for a wellness clinic's booking platform, and 80% of a philanthropic network's CRM and portal costs.
- Delivered AI voice cloning for a Japanese animation studio; training a developer intern in the build method.

Independent | Consulting + AI Researcher Scottsdale, AZ (Remote) | Jul 2022 – Jan 2024

- Began structured AI research the first week of ChatGPT's public release (Nov 2022), building a framework for AI across every phase of design and development.
- Authored *The Creative Agency AI Playbook* (2023).

Bounteous | VP, Experience Design Chicago, IL (Remote) | May 2021 – Jul 2022

- Hired as VP after leading executive design thinking sessions that improved a call-center provider's close rate; turned them into a company workshop program.
- Led experience strategy and IA for clients, including the largest U.S. online appliance-parts supplier (with an early AI strategy) and a Canadian donation-payments company.
- Built and launched a company-wide library of reusable design assets that sped delivery and standardized deliverables.

Independent | Experience Design Consultant San Francisco Bay Area and Scottsdale, AZ | Jan 2020 – May 2021

- Selective strategy and experience design engagements following the sale of Inocan.

Inocan | Founder San Francisco Bay Area | Sep 2017 – Dec 2019

- Founded a business, design, and technology services firm for an emerging regulated industry; brought on a partner and sold my stake to him.

fuseproject | Director of Experience Design San Francisco, CA | Jun 2016 – Sep 2017

- Led an experience design team (IA, interaction, visual, motion) across web, mobile, and connected devices, and built an XR capability with industrial design.
- Director of Experience Design on the team behind Samsung's The Frame TV, which earned 75+ design awards and two patent filings.

Slalom | Experience Design Practice Area Lead San Francisco, CA | Oct 2015 – Jun 2016

- Took over a 7–person practice with low utilization, grew it to 12, and reached 100% utilization within months, with every consultant booked months ahead.

Earlier Career

Partner & Director of User Experience at MetaDesign; consultant through frog, Sapient, EPIC, and ArcTouch; began as a software developer.

- **MetaDesign:** Built the firm's UX practice as a partner: $3.5M in first-year sales against a $1M goal.
- **HP:** Led the design library team; its business case projected $160M in annual savings and delivered $6M up front.
- **Nissan:** Served on the CEO's team for a global program spanning six regions.
- **Zelle and GoPro:** Designed early Zelle product experiences; redesigned GoPro HERO5 navigation for touchscreen control.
- **Stanford Children's Health:** Led field research and a 5–year digital experience roadmap.

Education

University of Texas at Arlington | Political Science coursework

Publications

- **The Creative Agency AI Playbook** (2023)
- **Return to Dating** (2023, as Hayden Sky): an early U.S. copyright registration with disclosed AI assistance