

JT Tenjack

Head of Design | Complex Workflow UX, AI Prototyping & Design Systems

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Product design leader with 15+ years of experience building complex SaaS platforms, product design teams, design systems, and cross functional delivery practices. Currently Head of Design at Lula, leading design across a multi sided property maintenance platform spanning internal operations, customer, resident, provider, vendor, and native mobile experiences. Experienced in modernizing design practices through AI assisted prototyping, analytics driven validation, and production aligned design systems. Known for simplifying complex operational workflows, building healthy design teams, and partnering directly with executive, product, and engineering leaders to ship foundational product change.

SELECTED IMPACT

- Built and managed product design teams across early stage and growth stage SaaS environments.
 - Led platform level UX across multi sided systems serving internal teams, customers, residents, providers, vendors, and field users.
 - Shipped foundational product changes across complex operational workflows, including staged rollout, analytics monitoring, and cross functional delivery.
 - Modernized design practices through AI assisted prototyping, behavioral analytics, and production aligned design system strategy.
 - Created operating models that improved discovery, design review, dev handoff, QA validation, and release quality.
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Professional Experience

Head of Design | Lula

Nov 2025 to Present | Kansas City, MO | Hybrid

- Leading design system modernization through Supernova documentation and a Storybook plus Chromatic adoption initiative, moving Lula toward production aligned components and more scalable design to engineering workflows.
- Built Lula's product design department from the ground up, establishing team structure, design ownership, operating practices, and management rhythms for a team of 3 product designers.

- Partner directly with the CEO, Product, and Engineering to define product direction, clarify ambiguous requirements, and guide execution across high impact platform initiatives.
- Led product design strategy for Flat Rate Services, one of the largest foundational shifts in Lula's history, supporting a staged rollout designed to improve pricing predictability, increase job margins, and scale equipment purchasing across markets.
- Transitioned the team from static Figma screen design to AI assisted prototyping and validation using Figma Make, Claude, and Supernova, enabling faster workflow exploration and stronger stakeholder alignment before engineering investment.
- Introduced FullStory and built tracking plans across service workflows, translating behavioral data into 12 engineering tickets in the first 2 weeks, eliminating thousands of dead clicks, surfacing a critical login issue, and helping engineers isolate 4 critical bugs.
- Created Lula's Design OS, a repeatable product design lifecycle covering discovery, project shaping, design review, design freeze, dev handoff, QA validation, and release documentation.
- Lead design system modernization through Supernova documentation and a Storybook plus Chromatic adoption initiative, moving Lula toward production aligned components and more scalable design to engineering workflows.

Product Design & Strategy Lead | Tractics

Aug 2024 – Aug 2025 | Hybrid

- Led product design strategy and process development for a pre Series A SaaS startup, operating as acting Head of Product during a critical stage of product and team maturation.
- Rebuilt product planning and requirements practices, reducing feature delivery timelines by 30 to 50% and cutting post development rework by roughly 60%.
- Directed a design system overhaul that improved UI consistency and reduced design to development cycles by roughly 40%.
- Established UX research, support feedback loops, weekly product syncs, and release processes to improve product visibility and reduce execution risk.
- Mentored a new PM with no prior product experience, enabling ownership of roadmap execution within 2 months.

Head of Design | Replica

Aug 2020 – Aug 2024 | Kansas City, MO | Remote

- Led product and design strategy for a geospatial analytics platform used by public sector, planning, real estate, and infrastructure teams to understand complex built environment data.
- Managed product and brand designers while partnering with product, engineering, data science, and go to market teams across platform strategy, feature development, and customer facing storytelling.

- Designed data rich workflows, dashboards, mapping tools, and scenario planning experiences that helped users turn complex spatial data into actionable planning decisions.
- Built and scaled a unified design system that improved product consistency and accelerated design to engineering collaboration.
- Led research with planners, civic leaders, and enterprise customers to simplify technical workflows for non technical and expert users.
- Helped evolve product experiences that contributed to 3x user growth in year 1 and supported expansion toward \$18M ARR.

Design Director | mySidewalk

mySidewalk | Feb 2014 – Aug 2020 | Kansas City, MO

- Oversaw product and visual design strategy for civic technology platforms focused on open data access, public sector workflows, and community facing reporting.
- Created a data storytelling platform that helped users visualize, explain, and share insights from complex public datasets.
- Launched the Data Library feature, which evolved from a product capability into a standalone product line.
- Established product UI and brand design systems that improved consistency across product, marketing, and customer facing experiences.

EARLIER EXPERIENCE

Associate Creative Director | Barkley | Mar 2012 to Feb 2014 | Kansas City, MO

Directed digital creative for Sonic Drive In, Sprint, Coleman Sporting Goods, and other national brands.

Sr. Interactive Art Director | MMGY Global | Mar 2010 – Mar 2012 | Kansas City, MO

Led digital travel experiences for destination and hospitality clients, including Namibia Tourism and Almond Resorts.

Core Skills

Product Design Leadership • UX Strategy • Complex Workflow Design • Design Systems • AI Assisted Prototyping • Product Discovery • Cross Functional Leadership • Team Management • Design Operations • User Research • Analytics Driven UX • Dev Handoff • QA Validation • SaaS Platform Design

Tools & Tech

Figma • Figma Make • Claude • ChatGPT • Supernova • FullStory • Storybook • Chromatic • Linear • Notion • Mixpanel • Design Tokens • Component Libraries • Agile Workflows

Education

Bachelor of Science, Digital Media

John Brown University