

Lai Xu

Principal UX Designer

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SUMMARY

Principal UX Designer with 20+ years of experience leading end-to-end design for complex enterprise systems across financial services and healthcare IT. Expert in translating ambiguous, multi-system challenges into clear, human-centered experiences that drive product direction and organizational alignment. Known for combining deep UX craft with cross-functional influence, accessibility advocacy, and AI-integrated design workflows. Skilled at operating beyond the design brief — advising on hiring strategy, onboarding designers, and building the conditions for teams to do their best work.

SKILLS

UX & Design: UX Strategy · Enterprise UX Design · End-to-End UX Design · Interaction Design · Information Architecture · Design Systems · User Research & Insights · Usability · Wireframing · Human-Centered Design · Visual Storytelling

Strategy & Leadership: Stakeholder Management · Cross-Functional Collaboration · Program Management · Design Leadership · Mentorship · Facilitation · UX Consulting · Product Strategy · Design Research

AI & Accessibility: AI-Integrated Workflows · Generative AI in Design · Accessibility & Inclusive Design

Tools: Figma · Figma Make · Codex · Adobe Creative Cloud

EXPERIENCE

Principal UX Designer | Oracle Sep 2022 – Present

Kansas City, MO (Remote)

- Drive end-to-end UX across Financial Services and Communications — financial crimes (anti-money laundering, transaction filtering, customer screening), stress testing, and cloud-native communications infrastructure
- Partner with product and engineering to shape direction, influence roadmaps, and align cross-functional teams on user-centered outcomes
- Translate complex requirements into scalable, human-centered experiences for high-stakes, regulated workflows
- Advise on hiring strategy, interview candidates, and onboard designers — the team's strategic go-to for clarity, initiative, and cross-functional connection
- Mentored designers across teams, raising capability through hands-on coaching and guidance
- Rebuilt Access for All — an Oracle-wide accessibility program — securing executive sponsorship and expanding across multiple organizations and ERGs; Season 2 averaged 397 registrants and 232 live attendees, nearly 6x growth
- Integrated AI tools (Figma Make, Codex) into design workflows — built AI-assisted prototypes via Figma MCP + Codex, improving handoff accuracy and cutting iteration time
- Championed Redwood design adoption, elevating consistency and maturity across product teams

Senior UX Designer | Oracle Sep 2020 – Sep 2022

Kansas City, MO (Remote)

- Served as internal UX consultant across Oracle's Global Business Units — leading research, design, and usability engagements across product teams to elevate experiences and close design gaps
- Led end-to-end UX engagements — research, workflow design, wireframing, prototyping, and usability testing across multiple product teams

- Helped establish Oracle's Industry UX team — contributing to hiring strategy, interviewing, and shaping team structure alongside design leadership
- Took over and elevated the Cross-GBU Design Show & Tell program — growing engagement, driving cross-org collaboration, and curating featured designers
- Taught Redwood Bootcamp and hosted consulting office hours, enabling designers to adopt user-centered design principles at scale

Senior UX Designer | Cerner Corporation Sep 2015 – Aug 2020

Kansas City, MO

- Built Learning Journey from 0→1 — a clinician training platform still in active use across hospitals today; served as de facto design lead across BAs, PMs, developers, and leadership from concept through launch in 2019
- Led end-to-end UX for complex healthcare IT products — research, workflow design, wireframing, prototyping, and usability testing across global agile teams
- Sole UX designer on the Learning Journey team — trusted by the full cross-functional team to make all design decisions
- Trained solution designers on UX process and requirements writing; mentored junior designers
- Advocated for UX best practices across global teams, elevating design maturity organization-wide

Earlier Roles | Cerner Corporation Jun 2008 – Sep 2015

Kansas City, MO

- **UX Designer (2013–2015):** Designed workflows, wireframes, interaction models, prototypes, and high-fidelity mockups for Cerner's Learning products across web and mobile; facilitated design sessions and served as primary bridge between design and development
- **Interaction Designer (2010–2013):** Led UX for Cerner's third-generation Learning solution; defined UI standards and style guidelines; managed design process in Agile environment
- **Solution Designer (2008–2010):** Created second generation of Cerner's Learning solutions — end-user and administrative tools; wrote user stories and drove user-centered product definition

Solution Delivery Consultant | Cerner Corporation Jul 2005 – May 2007

Kansas City, MO

- Implemented 26 Cerner Millennium RadNet systems in live production environments for Adventist Health System and other clients — where mistakes had immediate, real-world clinical consequences
- Built, validated, tested, and troubleshot RadNet and Clinical Reporting solutions working directly alongside radiologists and clinical staff
- This experience grounded everything that followed: a deep respect for real-world complexity, human stakes, and the people who depend on technology to do their jobs

EDUCATION

Virginia Tech

Bachelor of Science, Business Information Technology

ACTIVITIES & VOLUNTEERING

OPAL Global Board Chair & Midwest Chapter Founder | Oracle Professional Asian Leadership

2021 – 2026

Led Oracle's largest ERG — 8,000+ members across 29 global chapters; built leadership pipeline and expanded strategic partnerships

Speaker | NAAAP Leadership Convention Aug 2025

"Unleashing Your Quiet Superpower: Forging Space for Authentic Leadership"