

Lehua Gray

Staff Product Designer · AI, Platform & Design Systems

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I make technical software clear and understandable. I lead design orgs, mentor designers, and take 0-to-1 products from early concept to revenue — most recently agentic AI at enterprise scale. I love working on problems no one has solved yet.

EXPERIENCE

PagerDuty

Oct 2021 — Aug 2026
Baltimore / Remote

Staff Product Designer AI DESIGN LEAD

Design owner of the team mandate: **make AI-native automation the new standard.**

- **Design lead for the AIOps business unit**, then expanded to lead AI and Automation org. Owned the design vision, set the agentic interaction patterns for the company, and ran the critique and share-out cadence that kept design, PM, and Engineering aligned. Established PagerDuty's **first pillar-lead design model**, since replicated as the template across the company.
- Lead designer on **PagerDuty's flagship AI SRE Agent**, designing for SRE, DevOps, and platform engineering users. Set product direction for the company's biggest strategic bet and top line OKR; shipped the **top-engagement agent at PagerDuty**, adopted by top companies like NVIDIA, Salesforce, New York Life, and set the company standards for agent launches.
- Aligned **four delivery teams** behind one design direction to take the agent GA across web and Slack, winning competitive displacements against Resolve AI.
- Took three **0-to-1 products end-to-end**, concept through launch: Event Orchestration, Ops Console, SRE Agent. Designed PagerDuty's first **non-chat AI**: predictive recommendations that took never-adopters to first value in one click while simplifying a notoriously complex tool.
- Designed a live-updating console giving ops teams at Cloudflare, Fox, and Cox Automotive instant triage across every active incident. First feature at PagerDuty targeting NOC persona; became its **stickiest feature** at 4+ hour average sessions and the **basis for the new home page**.
- Designed a low-code/no-code automation engine for complex operational workflows. Adoption led to **30% lower FTE costs and 46% fewer incidents**, serving thousands of enterprises like Twilio, Fox, Priceline, and DraftKings. "The best design I've seen at PagerDuty."
- Mentored two senior designers and an intern, sponsoring both seniors through promotions; interviewed and made hiring decisions for design, PM, and management roles.
- Built **Claude design skills adopted company-wide** — a pipeline turning requirements into design-system-accurate documentation and designs, research skills, and an automated first-pass heuristic, accessibility, and copy review.
- Added a **new UX research method to the org's practice**: LLM conversational analysis in Arize, paired with 30+ discovery interviews and usability testing, to find where the agent lost users — identifying design updates that landed on the roadmap before customers asked for them.
- Lead designer for the Design Systems team serving ~20 designers and hundreds of engineers; defined a system-wide design language for complex workflow interactions.
- Ran WCAG training and audits across UX, product, and engineering; wrote specs for global components and earned PagerDuty its **first VPAT**, unblocking federal, edu, and enterprise deals.
- Inducted into Pagerduty Champions Club (top 1% performers), 2 company hackweek top prizes

Findhelp.org

Nov 2016 – Jul 2021
Austin

Senior User Experience Designer

- Designed **consumer search and discovery** for a social-determinants-of-health platform connecting **4M+ patients** to help with rent, food, and medical bills.
- Reframed a requirements-first care-management build into a person-first system co-designed with social workers — became the most-used part of the product.
- Defined design and data standards adopted across the SDoH space by major EMR systems.
- Published monthly qualitative + quantitative analyses that drove company-wide roadmapping.
- Designed a **self-serve form builder** supporting complex eligibility logic: modular components and smart defaults turned a weeks-long configuration process into minutes — **5x adoption in one month** versus the previous five years.
- Shipped a scheduling and booking interface and a patient-centered dashboard with data visualizations for spotting high-need clients.
- Built an accessible design system and component library, the company's first color, pattern, and WCAG guidelines, and the UX onboarding process; mentored juniors and interns.

TK20 / Watermark

Jan 2014 – Oct 2016
Austin

UX Developer & Accessibility Lead

- Built accessible components used system-wide; maintained a front-end pattern library standardizing usage across 30+ developers.
- Audited and spec'd WCAG 2 AA accessibility for 1,000+ pages and user tested with blind and disabled participants; created company-wide accessibility training with domain-specific tracks for testing, development, and engineering.

MultiplyMe

Oct 2014 – Jan 2015
Austin

Co-Founder, Product & Design

- Conceived and designed a product that took first-place cash prizes at the eBay OpportunityHack and C4TK hackathons. Pilots raised 10x a traditional campaign

Freelance

Jan 2011 – Jan 2014
San Francisco

Web & Graphics Designer

- Visual design and front-end development for ecommerce, healthcare, and nonprofit clients across four continents.

SKILLS & TOOLS

DESIGN	0-to-1 product design · enterprise B2B platforms · design systems ownership & governance · interaction design · developer experience · progressive disclosure · low-code/no-code workflow automation · continuous discovery · discovery interviews · usability testing · A/B testing & instrumentation · success metrics · executive storytelling · mentorship & promotion coaching · WCAG 2.2 AA / Section 508
AI	Agentic UX · agent workflow design · human-in-the-loop review & repair · trust, transparency & explainability · conversational & multi-turn design · MCP and tool-use integrations · prompt & instruction design · eval-driven design · LLM evals · conversational analysis · skills & plugin design · AI-based design workflows
TOOLS	Figma, Figma Make, FigJam · Claude Code · HTML/CSS/JS · Storybook · Arize · Fullstory · Pendo · Dovetail · Uservoice · Lovable · SQL, Snowflake, BigQuery · Gong

EDUCATION

Amherst College, 2011 — BA, Environmental Studies · 3.6 GPA · Lehemelson Design Center · Tom Gerety Fellow