CINDY LIU

Senior AI Product Designer

7+ years designing AI products for expert users with a practice grounded in human factors; helping users trust **non-deterministic outputs**, and bringing teams clarity and alignment on **dense, ambiguous problems**. End-to-end across problem definition, product strategy, and execution. Works best in **deep partnership with both product and engineering**, as a bridge between the two.

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US citizen, EU Blue Card

EXPERIENCE

Reliant AI (acquired by Cohere) — **Berlin, DEU**
Founding Product Designer — 07/2024 - 08/2026

First and only designer for Tabular, genAI platform for clinical competitive intelligence and evidence synthesis, from **$11M seed round to 9-figure acquisition by Cohere.** Worked across design and product strategy end-to-end, including discovery, user research, validation, requirements definition, roadmap prioritization, design systems, mockups, and prototyping

Partnered closely with ML researchers and biopharma SMEs, driving cross-functional working sessions to build shared vocabulary and mental models on model behavior and user behavior. Analyzed model confidence distributions, recall/accuracy limits, and extraction tendencies to **translate complex probabilistic behavior into high-trust, human-in-the-loop UI**

Designed core trust features (data citations, explanations, confidence flags) to guardrail users against model limitations but also maximize perceived business value in enterprise trials, with design and usability consistently cited in trial feedback as product's strongest dimension against model performance and feature gaps

Led end-to-end product validation on core strategic pivot from flat paper-level data extraction to nested arm- and outcome- level extraction for clinical trials data, bringing idea to testable MVP and first evidence-backed direction

Ran discovery and validation with enterprise stakeholders from end users to buyers i.e. life science analysts and global pharma company VPs

startup, pre-PMF, genAI / AI-native, 0-to-1, B2B SaaS, biopharma, life sciences

Charles River Analytics — **Cambridge, USA**
Human-Computer Interaction Designer II — 04/2021 - 01/2024
Human-Computer Interaction Designer I — 07/2019 - 03/2021

Contributed design, user research, and formal written deliverables across **44 SBIR/STTR proposals and active contracts**, **securing and executing $43M portfolio** of contracts from DoD, DARPA, AFRL, CDC, NIH, and other U.S. government agencies

Designed novel, multimodal Human-Machine Teaming (HMT) interfaces for high-stakes, complex systems: tactical mission planning, predictive maintenance, digital health, sentiment analysis, anomaly detection, procedural guidance, and other use cases across defense, intelligence, health, and more

Applied Cognitive Systems Engineering (CSE) principles to translate **domain expertise, dense data inputs, and probabilistic uncertainties** into explainable, low-cognitive-load decision support tools

Sole design IC across concurrent programs, translating requirements across external and internal stakeholders (government program officers, subject matter experts, PIs, engineering team) and setting interaction patterns and components reused across HMT portfolio

Published in peer-reviewed journal on Augmented Reality (AR) for medical interventions in rugged field environments as a novel interaction paradigm

government, applied ML / NLP, defense, data visualization, HCI

Rent The Runway — **New York City, USA**
Experience Design Intern — 2018

Optimized core search and filter flows across desktop and mobile web to reduce browsing friction across 10,000+ e-commerce SKUs for circular fashion 'unicorn'

Flipswitch Solar — **Cambridge, USA**
UI/UX Intern — 2017

Boosted client sales by 65% with point-of-sale platform for renewable energy developers. Part of Greentown Labs, world's largest climate-tech/energy incubator

Righthand Robotics — **Cambridge, USA**
Visual Design Intern — 2016

Spyce (acquired by Sweetgreen) — **Cambridge, USA**
Freelance Graphic Designer — 2016

MIT Media Lab (City Science Group) — **Cambridge, USA**
Design Researcher — 2015

EDUCATION

Massachusetts Institute of Technology (MIT)
B.S. Architecture Studies (Art & Design)
Minor in Management
Cambridge, USA · 2019

SKILLS + STRENGTHS

AI & Systems: human-in-the-loop AI, trust, explainability, enterprise b2b SaaS, fine-tuned LLMs, model tradeoffs (recall / accuracy), uncertainty, probabilistic UI, confidence flags, data verification, human-machine-teaming, joint cognitive systems, work domain analysis, ecological interface design

Product: 0-to-1, problem discovery, competitive analysis, hypotheses & validation, requirements definition, double diamond framework, feature prioritization, data models

Design: AI-assisted prototyping, information architecture, data visualization, dashboards, journey mapping, user stories, user interviews, usability testing, surveys, sketching, wireframing, low-fidelity, high-fidelity, interactive prototyping, visual design, web design, graphics, branding

TOOLS

Figma Figma Make Lovable Codex Claude Code Magic Patterns Miro Webflow Canva Lucid Sketch Illustrator Photoshop HTML/CSS JavaScript Rhino

PUBLICATIONS

Co-author, *A Pilot Randomized Controlled Trial of Augmented Reality Just-in-Time Guidance for the Performance of Rugged Field Procedures* (2024). DOI: 10.1017/S1049023X24000372

Contributor, *Digitizing Survivorship Care Plans Through the POST-Treatment Health Outcomes of Cancer Survivors (POSTHOC) Mobile App: Protocol for a Phase II Randomized Controlled Trial* (2024). DOI: 10.2196/59222

LANGUAGES

English (native)
Mandarin (native)
French (B1)
German (learning)
Italian (learning)

INTERESTS

Tennis
Linguistics & semantics
Philosophy
Urban design & development
Health & nutrition