

Emily Trent

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Senior UX / Product Designer · UX Manager · AI + Education

SUMMARY

Senior UX & Product Designer and Manager with 13+ years of experience designing intuitive digital products at the intersection of education, enterprise software, and AI. Specializing in Human-AI Interaction Design and AI-powered learning experiences at Harvard Business Publishing. I lead UX for the Higher Education Website; including three active AI initiatives: an AI Case Notes tool (1,242 active notes, 731 monthly users), an AI Coursepack Refresh system, and a new robust integrated AI to handle those tasks and more. Track record of translating complex, ambiguous problems into user-centered systems that reduce friction, accelerate workflows, and scale across global platforms. Deeply practiced in end-to-end design — from discovery and research synthesis to high-fidelity prototyping, design systems, and cross-functional launch.

EXPERIENCE

UX Manager

2023 – Present

Harvard Business Publishing — HBI Education

Remote

- Lead UX and product design for three active Generative AI initiatives: AI Case Notes (1,242 active notes, 731 monthly users, 85% time savings vs. 70% target), AI Coursepack Refresh (automated instructor content workflows), and Advisor — an AI Academic Assistant in active development.
- Define Human-AI Interaction Design patterns, conversational UI frameworks, and trust/safety UX standards across all AI product surfaces.
- Direct and mentor a team of UX designers; conduct weekly design reviews, 1:1s, and career development conversations aligned to departmental OKRs.
- Establish design system governance for HBI Education's component library — defining Atomic Design standards, token architecture, and WCAG 2.2 AA compliance criteria.
- Collaborate with Product, Engineering, Data Science, and Curriculum teams in Agile sprints to ship research-backed designs on schedule.
- Drive UX research programs using Dovetail, UserTesting.com, and Qualtrics — synthesizing qualitative and quantitative findings into actionable design recommendations.
- Produce and present UX strategy decks and roadmap proposals to senior stakeholders, VP-level leadership, and executive sponsors.
- Partner with leadership around B2B integration, reporting, and improvements.

Senior UX Designer

2013 – 2023

Harvard Business Publishing — HBI Education

Brighton, MA

- Owned end-to-end UX design for Harvard ManageMentor, HBP's flagship leadership development product — from discovery through high-fidelity prototyping and launch.
- Redesigned the core Higher Education website; including Coursepack product experience, improving instructor workflow efficiency, and modernizing the visual design system.
- Partnered with product managers to define feature requirements, acceptance criteria, and success metrics for quarterly releases.
- Designed accessible, responsive UI components meeting WCAG 2.1 AA standards across desktop and mobile breakpoints.
- Conducted 30+ moderated usability studies and synthesized findings into prioritized design iterations presented to stakeholders.
- Promoted from UX Designer to Senior UX Designer in 2019.

UX / UI Designer

Beehive Media

2012 – 2013

Hopkinton, MA

- Created wireframes, style tiles, and detailed mock-ups for developers.
- Worked on a variety of different clients; with and without established branding.

UX / Graphic Designer

Harvard Business Publishing

2012 – 2013

Boston, MA

- Produced UX design, graphic design, and visual identity work across HBP digital and print products.
- Designed marketing and editorial assets for HBP digital properties at scale.
- Built reusable design templates and component libraries that reduced production time across the design team.
- Collaborated with editorial, marketing, and technology teams to ensure brand consistency across all touchpoints.

SKILLS

Design	UX Design, Product Design, Interaction Design, Visual Design, Graphic Design, Information Architecture, Wireframing, Prototyping, High-Fidelity UI
AI / UX	Human-AI Interaction Design, Generative AI UX, Prompt Design UX, LLM-Powered Product Design, Trust & Safety UX, AI Prototyping, Conversational UI
Research	UX Research, Usability Testing, Moderated & Unmoderated Studies, Card Sorting, Survey Design, Journey Mapping, Affinity Mapping, Heuristic Evaluation, Managing team of Educators for regular research conversations and projects
Systems	Design Systems, Atomic Design, Component Libraries, WCAG 2.1/2.2, Inclusive Design, Accessibility Standards, Responsive Design
Process	Agile/Scrum, Sprint Planning, Backlog Refinement, Cross-Functional Collaboration, Stakeholder Management, Design Critique, Workshop Facilitation
Tools	Figma, FigJam, Dovetail, UserTesting.com, Qualtrics, Jira, Confluence, Adobe Creative Suite, Microsoft 365, Claude, Perplexity, ChatGPT, Bolt, and more
Leadership	Team Mentorship, Design Strategy, OKR Alignment, UX Roadmap Planning, Hiring & Onboarding

EDUCATION

B.F.A. in Graphic Design · Northeastern University

Boston, MA

PORTFOLIO

emilytrentdesigns.com — Case studies covering AI UX, design systems, and enterprise product design.

Password: AIProjectReview