CV
NOVEMBER 2026

John Moriarty

Product design leader building AI tools at Fin. I bring clarity to complexity, and help teams ship products with impact.

Product design leader with 20 years designing and scaling products, from early-stage start-ups to global enterprises. I lead design for Fin, the AI agent that handles customer support for thousands of businesses, and previously led product design for DataRobot's agentic AI platform. I set design direction, build strong teams and stay hands-on, building my own tools with AI coding agents. I write and speak regularly about how AI is changing design and product development.

Personal website ↗ Linkedin ↗ Substack ↗

Experience

DEC 2025 – PRESENT

Fin ↗ Product design director

Leading design for the Fin AI agent for customer service, working with product and engineering leads to shape how Fin works, feels and scales across thousands of businesses. The role mixes hands-on design, raising the craft bar, and helping the team move quickly through fast, ambiguous problem spaces.

- Help the team move quickly through fast, ambiguous problem spaces in a product that changes week to week.
- Lead a 12-person design team, mixing hands-on design with raising the craft bar.

APR 2022 – NOV 2025

DataRobot ↗ Head of product design

Led product design for DataRobot, the agentic AI platform enterprises use to build, deliver and govern AI agents at scale.

- Helped to define the company's generative and agentic AI experience strategy, and built the design foundations for agentic workflows that still shape the platform.
- Led a full platform redesign to support generative AI, improving usability and adoption across core workflows.
- Built and grew a 10-person global design team through major organisational change: hired key talent, developed leaders internally and modernised the UX research practice.

OCT 2016 – MAR 2022

Accenture The Dock ↗ Design director

Led product design and strategy for AI-enabled products in the New Products and Services group at Accenture's global innovation hub in Dublin.

- Co-led a 20-person multidisciplinary design team
- Examples of projects I led: Accenture Logistics Platform, ML to optimise postal delivery networks, AI-powered tools for farmers to optimise crop yield, computer vision powered robotics to augment factory workers, global design system for Accenture's applications.

AUG 2015 – OCT 2016

HMH ↗ Senior UX/UI designer

Designed digital classroom experiences for the second-largest education publisher in the US, including Science Dimensions, an interactive K–12 science programme.

2012 – 2015

Design Partners ↗ SF studio lead

Opened and co-led the San Francisco studio of this Irish industrial design consultancy, owning design direction, operations, business development and delivery. A grounding in physical product design that still shapes how I work today.

2011 – 2012

Airvod Inflight Design lead

Start-up that developed a disruptive tablet-based in-flight entertainment (IFE) device for commercial airlines. I led the design of all new hardware and software.

2006 – 2011

Design Partners ↗ Industrial designer

Where I started my design career and developed an in-depth understanding of what it takes to create impactful, user-centred products and experiences for global consumer brands.

Skills

Leadership: design leadership, scaling teams, design operations, stakeholder management, product strategy, mentorship

AI: agentic AI, generative AI, conversational AI, AI explainability

Product design: interaction design, UI, information architecture, design systems, systems thinking, service design, accessibility

Research: UX research, user testing, research operations

Tools: Claude Code, Codex, Conductor, Figma

Domains: Enterprise SaaS, B2B, AI/ML platforms, developer tools, customer service

Writing

These articles represent my latest thinking on how AI is reshaping how we design, build software and lead teams. See full list on my Substack ↗ page.

2026 The UI is not the product ↗
The most exciting and exhausting time to be a designer ↗
How we design when the code writes itself ↗
2025 From products to systems: The agentic AI shift ↗
Design in the age of vibes ↗
2024 Expanded scope and blurring boundaries in Product Design ↗
Transforming the DataRobot AI Platform User Experience ↗
2023 Design in the age of ChatGPT ↗
Advice for design graduates I wish I heard ↗
2021 Design Practice in Ireland report ↗
Defining Good Design ↗

Speaking

I have spoken about design, AI and emerging technology at several conferences and am available for speaking engagements.

2026 d.MBA guest contributor ↗, podcast
Design+AI Brighton ↗, keynote speaker
Mind the Product London ↗, keynote speaker
2025 London Design Week, presenter ↗, 'The age of TOO Much' event
2024 Big Data Belfast ↗, panellist
Collision Conference ↗, Toronto, MC of the 'AI Academy' stage
AI Tribes Conference ↗, panellist, 'Unlocking AI value within organisations'
Design Leaders Conference ↗, panellist, 'Building high performing teams'
2022 Silicon Republic ↗, profile interview
2021 Design Leaders Conference ↗, panel chair

Education

2019 **PARK Academy Design Leadership Program**
Professional diploma, Design management

2001 – 2005 **National College of Art & Design (NCAD), Dublin**
B.Des Industrial Design (1:1)

2003 – 2004 **Oslo National Academy of the Arts (KHiO)**
Erasmus program

Personal

I am a dad to 3 young girls who keep me busy. Aside from tinkering with AI tools and spinning up too many side projects that I'll never finish, I love the outdoors and you can generally find me outside on my bike or swimming in the sea.