Sean Kendall

UX Design Lead

Design Systems & Agentic Tooling

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Summary

Staff-level UX Designer specializing in shared foundations at scale, including design systems, cross-org standards, accessibility, and agent-enabled tooling. Translates ambiguity into durable systems that accelerate builder velocity while preserving quality and cohesion. Operates as a hands-on IC with cross-org influence across engineering, product, and operations in complex organizations.

Operating Strengths

- Design Systems & foundations
- Agentic tooling & UX engineering
- Systems thinking across design, code, operations
- Accessibility-first in constrained environments
- Builder-centric enablement

Organizational Impact

- Influenced UX standards across hundreds of products
- Built layered systems for durability and adaptation
- Shipped production tooling as an IC
- Reduced delivery friction via self-service primitives
- Enabled inclusive, consistent global operations

Experience

Sr UX Designer — Amazon, Operations

2023 - Present | Austin, TX

Led UX strategy and execution for cross-org Common Experience (CE) initiatives across Amazon Fulfillment Technologies, operating at the intersection of design systems, shared requirements, and agent-enabled tooling.

- Defined and scaled Common Experience Requirements (CERs) establishing the minimum UX bar across 200+ AFT products without mandate authority.
- Led foundational modernization of Alchemy (AFT design system) including tokens, color, theming, and Associate/Operator differentiation.
- Designed and shipped production tooling as an IC (CER Checker plugin, Design Knowledge Hub) to scale compliance, accessibility, and system knowledge.
- Acted as CE Bar Raiser, influencing cross-org adoption through reviews, intake processes, and standards guidance.

UX Designer II — Amazon, Operations
2020 - 2023 | Austin, TX

Led UX for safety and compliance products while contributing to early design system and reuse efforts across AFT.

- Designed critical safety and compliance workflows used in fulfillment center environments.
- Built and documented reusable components and patterns adopted by multiple product teams.
- Advocated for accessibility, consistency, and design system adoption in teams operating without formal UX foundations.

UX Designer — Sailpoint
2017 - 2020 | Austin, TX

Designed enterprise identity governance experiences while contributing to a shared design system supporting clarity and maintainability.

- Led UX for complex permissioning, access review, and governance workflows.
- Partnered with engineering to establish shared UI patterns and reduce one-off design decisions.
- Balanced enterprise flexibility with system consistency across products.

UX Designer — IBM
2015 - 2017 | Ottawa, Canada

Worked on analytics and data experiences while contributing to the **IBM Design Language (Carbon Design System).**

- Designed data-dense interfaces in collaboration with research and engineering.
- Participated in system-level design practices including pattern definition, prototyping, and iterative validation.
- Gained early exposure to large-scale design system governance and adoption challenges.

Education

Interactive Media Design (Honors)
Algonquin College — Ottawa, Canada
2013 - 2015

Graphic Design (Honors)
Algonquin College — Ottawa, Canada
2005 - 2008