

Christopher Rangel

PRODUCT DESIGNER & SERVICE DESIGNER

chrisrangelux.com · christopherrangelUX@gmail.com · LinkedIn

PROFESSIONAL SUMMARY

Product & Service Designer with a track record of owning complex initiatives end-to-end, from architecting AI-agent developer tooling (MCP) to scaling enterprise Design Systems for 1,000+ partners. Drove self-service adoption from 53% to 96% and cut platform technical debt by ~25%, while using AI-assisted research synthesis to compress research-to-PRD timelines to under 14 days. Trusted to align cross-functional stakeholders and secure \$50K+ in program investment for foundational design initiatives.

WORK EXPERIENCE

Product Designer, Developer Experiences

August 2024 – Present

Capital One · Richmond, VA

- Architected a scalable metadata framework and Information Architecture (IA) for AI-agent server registration (MCP – Model Context Protocol), ensuring seamless discovery for LLM-based tools.
- Owned end-to-end design of the self-service credential and approval workflow for API, App, and Entitlement management, ensuring 100% owner attribution and scaling self-service completion from 53% to 96%.
- Drove platform-wide API governance, reducing dormant/inactive endpoints by ~25% (11,000 → ~8,000) and cutting manual support tickets by 25% via self-service UI configurations.
- Leveraged AI-assisted workflows to synthesize technical stakeholder research into finalized PRDs and proof-of-concept prototypes within 14 days, validating complex backend logic ahead of engineering handoff.

Service Designer, Research and Design Ops

August 2023 – August 2024

Capital One · Richmond, VA

- Launched and scaled the enterprise XD Design System (design tokens, UI patterns, WCAG accessibility documentation), reaching 1,000+ viewers within two weeks and growing to 54 new contributions within 3 months.
- Facilitated enterprise-wide HCD workshops for 1,000+ Product and Tech partners, embedding Design within the Product Development Lifecycle and increasing cross-functional partnership maturity.
- Led a Service Design audit through Capital One's Pro Bono program, conducting end-to-end research and stakeholder communication that secured a \$50,000 grant for Olaiya's Cradle.
- Mentored design interns and provided consulting strategy services to the Design Development Program, increasing NPS by 103%.

UX Designer, Freelance / Consulting

2022 – Present

- Designed and launched a B2B website that secured corporate rental leasing business for a client; provides informal design consulting and mentorship to junior designers.

Academic Instructor, UC Riverside

2019 – 2023

- Co-led a department-wide certificate program for adult learners pursuing a specialized teaching certificate, coaching 80+ learners and indirectly impacting +60,000 K-12 students across four school districts.

Elementary School Lead Teacher, Riverside USD

2017 – 2023

- Redesigned learning experiences that grew reading proficiency from below-grade-level baselines to 2nd-grade proficiency or higher within a single school year, and closed a significant math achievement deficit through technology-integrated instruction.

VOLUNTEER EXPERIENCE

Design Lead, Sasha Bruce Youthwork

Sept 2024 – Dec 2024

- Led a team of 6 designers in a Service Design audit of the Independent Living Program, delivering longevity recommendations for continued service delivery.

TECHNICAL PROFICIENCIES & TOOLING

Design & Strategy: Information Architecture, Service Design Blueprinting, Design Systems & WCAG Accessibility, HCD Research & Workshop Facilitation

Technical & Code: HTML, CSS, JavaScript, TypeScript, React, Astro, Radix UI, shadcn/ui, GitHub Actions/CI-CD

AI Tooling: Claude Code + Figma MCP workflows, Gemini & Gems, AI-assisted research synthesis

EDUCATION

Master's of Education, General Education

University of California, Riverside

Bachelor of Arts, Liberal Studies

University of California, Riverside