

Mike Innes

Principal Product Designer | UX Strategy | Enterprise SaaS | Data Visualization

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Professional Summary

Principal Product Designer with 15+ years of experience designing complex enterprise software, analytics platforms, and SaaS products used by engineering and operations teams. Specialized in transforming technically complex systems into intuitive, scalable user experiences that accelerate adoption and improve product usability. Proven track record collaborating with product leadership, engineering, and stakeholders to drive strategic UX initiatives across observability, performance analytics, and cloud networking platforms.

Selected Product Impact

- Led UX initiatives for ZeroTier's next-generation network management platform, designing workflows for enterprise network configuration, access control, and onboarding.
- Designed onboarding systems and product workflows for telemetry pipeline and observability platforms at Mezmo, improving product discoverability and accelerating time-to-value for new users.
- Led UX design for real-user monitoring analytics interfaces at Akamai used by engineering teams to analyze performance data across millions of web sessions.
- Contributed design work to patented session path analysis visualization technology used in enterprise performance diagnostics (Patent US D820297).
- Helped establish scalable design systems and component libraries across multiple SaaS platforms, improving product consistency and development efficiency.

Professional Experience

ZeroTier

Senior Product Designer (Contract)

Remote | October 2025 - February 2026

ZeroTier enables secure, software-defined networking that connects devices anywhere in the world and makes them behave as if they are on the same local network.

- Led UX initiatives for ZeroTier Central (CV2), the company's next-generation network management platform.
- Designed onboarding workflows guiding users through setup of organizations, network groups, and device connections.
- Developed UX strategies for implementing relationship-based access control (ReBAC) to support enterprise-scale identity and permissions management.
- Designed interaction models and UI concepts for network flow rules enabling advanced traffic filtering and security policy configuration.
- Contributed design direction for ZeroTier's mobile app redesign focused on simplifying device connection and network management workflows.
- Collaborated with product leadership and engineering to translate complex networking concepts into intuitive user experiences.

Mezmo

Senior Product Designer

Remote | May 2023 - July 2024

Mezmo provides telemetry pipeline and observability software that enables engineering teams to manage and analyze system data.

- Led end-to-end product design initiatives during Mezmo's transition from telemetry pipelines toward a broader observability platform.
- Designed onboarding workflows and user journeys that improved product discoverability and accelerated time-to-value for new users.
- Created high-fidelity UI designs, prototypes, and interaction patterns using Figma aligned with updated brand and design system standards.
- Conducted user research, persona development, and workflow analysis to inform product decisions across multiple initiatives.
- Partnered closely with product managers, engineers, and marketing teams to deliver cohesive product experiences.
- Leveraged AI-assisted design tools to accelerate ideation and prototyping.

Akamai Technologies

Principal Product Designer

Remote | April 2017 - May 2023

Akamai's Real User Monitoring platform enables organizations to analyze performance and reliability across millions of web sessions.

Akamai Technologies (continued)

- Led UX design for complex analytics interfaces used by engineers and DevOps teams to analyze real-time and historical performance data.
- Designed visualization systems for performance metrics, geographic traffic patterns, and diagnostic analytics.
- Developed solutions that simplified navigation and interpretation of large datasets within enterprise dashboards.
- Contributed to development of a cross-platform design system supporting multiple Akamai applications.
- Collaborated with product managers, engineers, and data scientists to improve usability and decision-making workflows.

SOASTA (Acquired by Akamai)

Senior Product Designer

Remote | November 2014 - April 2017

SOASTA developed performance analytics and load-testing software used by SREs and enterprise performance engineering teams.

- Designed UX workflows and interface systems for SaaS performance analytics products used by enterprise organizations.
- Developed modular UI components, charts, and design system assets to improve consistency and scalability across the platform.
- Contributed visual design work for patented session path analysis chart (Patent US D820297).
- Produced product branding, presentations, and marketing materials supporting the platform.
- Mentored engineering interns and collaborated with developers to implement UX improvements.

Paul Werth Associates

Senior Designer

Columbus, OH | October 2011 - November 2014

- Led design initiatives for brand identity systems, websites, experiential marketing installations, and trade show environments.
- Delivered work for major clients including White Castle, The College Board, Ohio State University, and pharmaceutical companies.
- Managed design execution across multiple simultaneous projects in a fast-paced agency environment.

Blue Diesel

Senior Interactive Designer

Columbus, OH | March 2008 - October 2011

- Designed digital marketing tools, tablet applications, and websites for pharmaceutical and healthcare organizations.
- Translated complex clinical and research data into clear visual narratives and interactive experiences.
- Produced eDetail applications and digital campaigns for Johnson & Johnson, Janssen, and Bayer.

Resource Interactive

Graphic Designer (Contract)

Columbus, OH | June 2007 - December 2007

- Contributed UX and visual design work for enterprise web platforms including Hewlett-Packard's graphic arts portal.
- Developed layouts and templates that improved presentation of technical content.

Skills

Product Design: UX strategy, interaction design, product-led growth, design systems, data visualization, journey mapping, rapid prototyping

Design Tools: Figma, Sketch, Principle, Framer, OmniGraffle, Miro, Adobe Creative Suite

Research and Testing: User interviews, usability testing, heuristic evaluation, A/B testing, personas

Collaboration: Jira, Confluence, Slack, Notion, Trello

Emerging Design Tools: Magic Patterns, Figma AI, Lovable, Cursor

Development Familiarity: HTML, CSS

Awards

- Communicator Award - National Safe Boating Infographic (2014)
- Graphic Design Magazine Award (2013)
- MM&M Award - Best Interactive Initiative for Healthcare Professionals (2010)
- James A. Burke Award - Johnson & Johnson Interactive Tablet (2010)

Education

Columbus College of Art and Design

Bachelor of Fine Arts - Design and Illustration

Honors: Nominee for Student Excellence Award; National Dean's List