



Benjamin Hapka

Design Operations Strategist · People & Process Programs · Design System Governance · Figma Expert

Senior Product Designer with 10+ years building and scaling enterprise design systems at global organizations, from zero to 34 teams at Johnson Controls to a multi-brand AI governance layer at Estée Lauder projecting \$3.1M in annual savings. I bring deep Figma architecture expertise, a track record of turning inconsistent team processes into governed, scalable systems, and a genuine passion for AI as an accelerator for design and development. I'm ready to help Toyota mature its design system and scale it globally.

Experience

Staff Product Designer, Design Systems (Contract)

The Estée Lauder Companies Inc.

Jul – Oct 2025 · Remote / New York, NY

- Architected a unified Figma library consolidating 52+ component libraries across flagship brands using Figma Variables for multi-brand theming.
- Designed EDS Copilot, an AI governance layer projecting \$3.1M in annual savings (19x ROI), and presented the business case to executive stakeholders.
- Established a three-tier VQA process that standardized component quality across all flagship brands.
- Built governance documentation and a Confluence hub as a single source of truth, reducing knowledge dependency across distributed teams.

Senior Product Designer — Design System Lead

Johnson Controls

May 2022 – Feb 2025 · Remote / Denver, CO

- Scaled EDS to 34 design teams in under 12 months, delivering \$790K+ gross efficiency savings (152% ROI, 7.9-month payback).
- Drove 42% faster component creation and 65% token efficiency gains through Figma architecture and documentation aligned to Storybook workflows.
- Standardized design processes across distributed teams through bi-weekly governance sessions and mentorship that cut onboarding time.
- Delivered executive roadmap briefings with ROI metrics that positioned the design system as a strategic platform across product and engineering.

UX/UI Designer II

Johnson Controls

Aug 2017 – May 2022 · Milwaukee, WI

- Led UX/UI for FIFA World Cup 2022 IBMS, unifying 8 stadiums and 40,000+ IoT devices into one command center, cutting incident response by 42%.
- Built 50+ foundational UI components and developer handoff standards that underpinned JCI's enterprise design system.
- Earned 2 Merit Awards, 3 patents, and the 2019 Vision Award for Smart Building / IoT Software for UX innovations.

Education

Bachelor of Fine Arts

Communication Design

MIAD · 2011–2016

UX/UI, visual systems, interaction design, accessibility, brand design

Skills

Enterprise Design Systems

Figma: Components, Variables, Auto Layout

Design System Architecture & Governance

AI Integration for Design Workflows

Documentation & Knowledge Systems

Cross-Functional Alignment

Global Team Scaling & Adoption

Adoption & Evangelism

Stakeholder Communication & ROI Reporting

Agile Leadership

Tools

Design

Figma (Expert), FigJam, Miro, Adobe CS

Collaboration

Confluence, Jira, Slack, MS Teams

AI & Automation

Cursor, Figma Make, Claude Code

Design Systems

Token Studio, GitHub, Storybook