DAMIEN GALLAGHER

Lead User Experience Designer | damiengallagher@live.ie | portfolio.damiengallagher.com

PROFESSIONAL OVERVIEW

Accomplished Lead User Experience Designer with over 15 years of experience designing and building web applications, specialising in UX practices and UI/UX architecture. Proven track record steering end-to-end design strategies across cross-functional Agile teams for Fortune Global 500 clients in insurance and financial services. Award-winning specialist skilled in bridging user research, business analysis, and front-end development to deliver intuitive, high-impact digital solutions.

- **ICAgile Certified Professional**
- **Tableau Advanced Professional**
- **Value Champion & Business Value Award Recipient**

CORE COMPETENCIES & TOOLS

UI/UX & Platforms: Adobe XD, Figma, Axure, Sketch, InVision, Miro, Mural, UserZoom, Jira, WordPress, Magento, Google Analytics, Hotjar, Qualaroo

Technical & Languages: HTML, CSS, JavaScript, jQuery, Bootstrap, SQL, Asp.net, XML, MySQL, XAMPP

WORK EXPERIENCE

Tata Consultancy Services — Lead User Experience Designer
Dec 2020 – Present

Served as lead designer across cross-functional Agile teams, working with high-profile global clients including Vodafone, Jaguar Land Rover, and leading financial services organizations in the retirement business unit operating across 40+ countries. Facilitated weekly design workshops, built low/hi-fidelity wireframes and interactive prototypes, conducted user testing, and provided end-to-end development support. Recognized with a Value Champion Award for project impact.

Key Tools: Figma, Axure, Adobe XD, Adobe Illustrator, UserZoom, Miro

Pramerica Systems Ireland — User Experience Designer
Jan 2019 – Dec 2020

Designed enterprise solutions for retirement, compliance, and customer office units serving a Fortune Global 500 client. Led weekly design workshops, executed user testing, created high-fidelity prototypes, and ensured continuous design QA with engineering teams.

Key Tools: Figma, Sketch, InVision, Adobe Illustrator, UserZoom, Miro, Mural

Pramerica Systems Ireland — Business Systems Analyst
Apr 2017 – Jan 2019

Transitioned into business systems analysis within the compliance business unit to expand cross-functional expertise. Engineered business requirements and system specifications. Awarded a Business Value Award for outstanding deliverable quality.

Key Tools: Jira, Confluence, Microsoft Visio, SQL, MS Excel, Enterprise Architect

WORK EXPERIENCE (CONTINUED)

Mean IT — Web Developer & UX Designer
Sep 2016 – Present

Manage client relationships and lead requirements elicitation for small to medium enterprise projects. Compile comprehensive specification documents and deliver custom UX/web design solutions. Provide ongoing technical support and account management for over 20 active monthly clients.

Home Store & More — Web Developer & Marketing Specialist
Oct 2014 – Sep 2016

Developed, monitored, and optimized main e-commerce platform using HTML, CSS, and Bootstrap. Created digital campaign content and executed user research using heat maps, surveys, and A/B testing. Utilized Adobe CC for design collateral and leveraged web analytics to drive marketing strategy.

Top Quote Direct Insurance Brokers — Web Developer
Nov 2011 – Oct 2014

Oversee web development, UI performance, and overall SEO/PPC marketing strategy. Integrated third-party quotation engines via iFrames and subdomains alongside insurer partner teams.

EDUCATION

UI - User Interface Design Certification (UX Design & Applied Innovation MA)
2019 – 2020

Atlantic Technological University, Letterkenny, Co. Donegal

Higher Diploma in Science in Computing (Business Systems Analysis & Design)
2016 – 2017

Atlantic Technological University, Letterkenny, Co. Donegal

Key Focus: Business Analysis, Systems Design, IT Service Support Plan, Software Engineering

Bachelor of Science in Computing with Business Applications
2007 – 2010

Atlantic Technological University, Letterkenny, Co. Donegal

Key Focus: Object Oriented Analysis, Client/Server Databases, E-Business Dev, Project Management