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Ms Aileen Drummond
Head of Design
Cairnford Bank
22 Merchant Wynd
Edinburgh EH3 9ZQ

Dear Ms Drummond

Application for Senior UX Designer, Mobile Banking

I am applying for the Senior UX Designer role in your mobile banking team. I have five years as a UX designer, the last three at Northlight Digital designing an online service that about 60,000 tenants use each month.

Tenants told our researchers that reporting a repair online took too long, so most phoned instead. I mapped the journey with the researchers, cut it from 11 screens to 5 and tested three rounds of Figma prototypes with tenants. In 2025 completed online reports rose from 52% to 78%.

I check every design against WCAG 2.2 AA and write specifications that developers can build from. Your team tests its app with disabled customers, which is how I like to work, and I would bring the same habit of testing early and often.

My CV and portfolio are attached. I would be glad to take you through the repair reporting case study. Thank you for considering my application.

Yours sincerely

Owen Gallacher