Owen Gallacher

UX Designer

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Profile

UX designer with five years designing websites and apps from user research, the last three on an online service used by about 60,000 people a month. Works in agile teams with user researchers, developers and product owners: tests Figma prototypes with users, writes specifications for developers and designs to WCAG 2.2 AA. Looking for a senior UX designer role.

Experience

UX Designer, Northlight Digital, Glasgow **2023–present**

- Design the online service a housing association group's tenants use to pay rent and report repairs, about 60,000 people a month.
- Plan research with two user researchers and a service designer, and turn the findings into user journeys.
- Gather requirements from product owners, then design Figma prototypes and test each round with six to eight users.
- Write specifications and design system guidance for six developers.
- Check every design against WCAG 2.2 AA with the team's accessibility tester.
- Redesigned repair reporting from research and analytics; completed online reports rose from 52% to 78% in 2025.
- Present designs and research findings to stakeholders at monthly show-and-tells.

Junior UX Designer, Clydebank Software, Glasgow **2021–2023**

- Wireframes, prototypes and usability tests for a school payments app; built prototypes in HTML and CSS.

Education

BSc (Hons) Interaction Design, 2:1, University of Leith **2017–2021**

Skills

- User research and usability testing
- Figma prototypes and design systems
- User journeys and service maps
- Accessibility to WCAG 2.2 AA
- HTML and CSS for prototypes
- Agile delivery in two-week sprints, with Jira

Additional information

Portfolio with three case studies, including the repair reporting redesign, at the address above.