Stephen Rickett

PRODUCT DESIGNER/PROJECT MANAGER

T +44 7780 607837
+44 20 3740 5261
E stephen@rickett.org.uk
London, UK

Skills

Software

Adobe CC	
Acrobat Pro	●●●●●
Illustrator	●●●●●
InDesign	●●●●●
Photoshop	●●●●●
XD	●●●●●
Figma	●●●●●
Sketch	●●●●●
Drupal	●●●●○
Sharepoint	●●●●○
Microsoft Office	
Excel	●●●●○
PowerPoint	●●●●●
Word	●●●●●
Visio	●●●●●
Project	●●●○○
OmniGraffle	●●●○○
Balsamiq	●●●●●
Proto.io	●●●○○

A/B Testing
Analytics
Behavioral Analytics
Competitor Review
Contextual Analysis
Focus Groups
Heuristic Evaluation
Interviews
Mobile-First Design Research
Persona Creation
Prototyping
User Journeys/Flows
User Research & Testing
Workshopping
AI-Driven Insights

About me

A highly experienced Product Designer and Project Manager with over 25 years of expertise, I specialise in delivering user-focused UX/UI research, design, and development. My comprehensive skill set spans service design, ensuring seamless integration of user needs with business goals, alongside proficiency in project management, user experience design, and strategic oversight. I excel in creating intuitive interfaces, conducting in-depth user research, and implementing service design and user experience principles to enhance end-to-end customer journeys.

My capabilities include managing complex projects, fostering cross-functional collaboration, and driving innovation across diverse industries. I am confident when navigating ambiguity, solving intricate challenges, and delivering impactful solutions. With a proven track record in UX, UI and service design, I have contributed to a broad number of sectors such as finance, legal, banking, insurance, consultancy, education, telcos, publishing and healthcare, consistently achieving exceptional results.

- Project Management (Agile, Scrum, Waterfall)
- Team Mentoring and Management
- Cross-Functional Design Leadership
- Service Blueprinting
- Journey Mapping
- Product Design/Ownership
- User-Centred Design
- Information Architecture
- Requirements Gathering
- Prototyping
- Art Direction
- Frontend Dev
- Workshop Facilitation (including Design Sprints)
- Usability Testing and Design for Accessibility Audits
- Emotional Design
- User Advocacy

MARCH 2026–SEPTEMBER 2026

Munich RE

UX/UI Lead
Contract; programme placed on hold

- Partnering with Product Owners and Business Analysts to shape requirements
- Collaborating with underwriters to identify pain points and create workflows
- Designing end-to-end UX for a new underwriting workbench used by London Market, North American, and Global underwriters
- Rapidly prototyping, wireframing, and iterating designs based on user feedback
- Working within Agile squads alongside developers, Scrum Masters, and QA
- Delivering scalable design solutions across multiple lines of business
- Aligning with global leadership on broader platform strategy
- Exposure to AI-driven and agentic workflows for design and data ingestion

AUGUST 2022–MARCH 2026

masterpage®

Product Designer/Project Manager

- Applied UX design, prototyping, and service design with a focus on human-centered design and design sprints to develop web products and services.
- Managed end-to-end service design processes, ensuring alignment with user needs and business goals through CX strategy and inclusive design.

SEPTEMBER 2019–JULY 2022

RenaissanceRe

Senior UX/UI Designer

- Conducted product design and UX research, building robust design systems. Designed for internal, B2B, and B2C platforms, employing data-driven methodologies, behavioural design, and journey mapping to create dashboards, internal end-to-end systems, and client/consumer-facing sites.
- Integrated service design principles to enhance user interactions, focusing on

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2026-11-11

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service blueprinting to map touchpoints and streamline processes across the customer journey. Facilitated cross-functional collaboration.

> Delivered high-fidelity designs and prototypes while collaborating across multiple Agile squads, ensuring seamless integration of user insights into the design process. Championed inclusive design and accessibility, ensuring solutions were user-centric and met diverse needs across all platforms.

NOVEMBER 2014–SEPTEMBER 2019

masterpage® **UX/UI Consultant**

> Delivered Drupal and SharePoint 365 development from UX to fully functional CMS, including theming, with an emphasis on digital transformation.
> Utilised frontend web development, UX, and design skills to manage client projects, incorporating prototyping, service blueprinting, and co-creation.

AUGUST 2018–NOVEMBER 2018

ELSEVIER **UX/UI Consultant**

> Mapped and prototyped identity flows for the Elsevier ID+ product using design thinking, maintaining screen designs in Zeplin/Sketch.
> Reviewed live paths/flows, ensuring designs met developer and user expectations.

MARCH 2013–NOVEMBER 2014

*sysdoc© **Technical Consultant**

> Designed SharePoint frontend and created Balsamiq wireframes for large corporates across B2B/B2C sectors, applying systems thinking.
> Managed client relationships with Vodafone, Marine Stewardship Council, Jaguar Land Rover, Deutsche Bank, and Elsevier, advocating for the voice of the customer
> Developed the Vodafone Academy UI, enhancing user experience and accessibility

NOVEMBER 2009–MARCH 2013

masterpage® **UX/UI Consultant**

> Maintained client relationships and performed frontend web development for London-based organisations (e.g., Pretium Securities, REX, AAGBI, Zello Inc.).
> Built an in-house PHP-based invoice and time management billing system, supporting brand identity strategy and digital transformation.

MARCH–JUNE 2012

Cazenove Capital **Designer Developer**

> Designed digital and print assets for campaigns, adhering to brand guidelines and format specifications with an emphasis on user advocacy.

OCTOBER–NOVEMBER 2011

LANSDOWNE PARTNERS **Visual Designer**

> Produced business graphics and vector maps, performing advanced numerical checks for capitalisation project bids using design operations.

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Service Design:
Service Blueprinting
Journey Mapping
Stakeholder Collaboration
Co-Creation Workshops
Customer Experience (CX) Strategy
Process Optimization
Touchpoint Analysis
Systems Thinking
Service Prototyping

MARCH–AUGUST 2011

CVA — Corporate Value Associates
Production Manager

- Managed full-cycle production from concept to online and print publishing, incorporating service blueprinting.
- Adapted agency-designed brand templates for new marketing materials and built a job-logging system with a focus on CX strategy.

SEPTEMBER 2010–MARCH 2011

CAPITAL GROUP®
Visual Designer

- Designed cover for two quarter-end periods
- Managed SharePoint content, applying journey mapping.
- Created online pitch-books and marketing collateral, presenting concepts to internal clients and addressing senior colleague queries with inclusive design.

AUGUST 2009–JANUARY 2010

BREVAN HOWARD
Visual Designer

- Repurposed and rebranded investor relations content, ensuring consistency within the Investor Relations team using co-creation.
- Contributed to RFP design and layout with a focus on metrics-driven design.

MAY 2009–JUNE 2009

fieldfisher
Visual Designer

- Reported directly to senior executives/lawyers, producing marketing collateral, online content, and MailChimp newsletters.
- Proofread and checked numerical output for internal readership, ensuring emotional design principles.

2008–2009

NOMURA
Visual Designer

- Collaborated with Equity and Economics analysts to design and distribute timely research for Bloomberg and print, using design thinking.
- Ensured adherence to Nomura's brand, reporting to analysts across sectors like Autos and Telecoms, with a focus on numerical accuracy.

2007

EY Ernst & Young
Visual Designer

- Designed internal/external communications, including audit pitches, using Adobe Creative Suite and systems thinking.
- Ensured brand consistency, working directly with EY partners on artwork, events, and online marketing with a focus on sustainability in design.

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UX Design/Delivery

Design:
Persona & scenario
Prototyping
Quick sketching
Rapid prototyping
Responsive design
Sketching and ideation
Storyboarding
Wireframing

UX Delivery:
Cross-platform testing
Heat mapping
Interaction design
Lean UX
Mobile first
Native app prototyping
Prototyping
Responsive prototyping & design
User experience
User interface
User journey
User testing
Wire-framing
Writing user interface specifications

UI Design:
UI toolkits
Style guide creation
High-fidelity prototyping
User journey mockups
Responsive design
Mobile first
App design

2006–2007

Fitch Ratings — **Frontend Developer/Visual Designer**

- Owned HTML/CSS frontend for the Fitch portal, creating low/high-fidelity wireframes and prototypes in Illustrator with AI-driven design.
- Trained colleagues in Adobe Creative Suite, developing a custom brand guideline in the absence of one, and applied design for accessibility.

2005–2006

Faculty of Public Health — **Examinations Manager & Database Developer**

- Managed examinations and helped develop a database for candidates and examiners, incorporating journey mapping.
- Conducted testing to implement new exam systems focussed on inclusive design.

2003–2005

edexcel — **Frontend Developer**

- Developed concepts, scoped functionality, and created wireframes (Visio) for corporate websites and virtual learning environments, using design sprints.
- Applied Nielsen UX principles, liaising with agencies (e.g., Interesource, Lloyd Northover, Ogilvy) for W3C accessibility compliance and digital transformation.

1999–Present — **Freelance Work**

- Worked with Wolff Olins, Living Group, Structure, and Cunningham Lindsey on diverse assignments, employing co-creation and behavioral design.

1999–Present

London Concert Choir

Trustee, London Concert Choir (charity)

- Management and season planning
- Ownership of visual identity
- Creative development of the choir

Management, season planning, and visual identity development with a focus on an audience growth strategy. Producing concert programmes and marketing literature in multiple languages, refreshing the brand identity with sustainability in design.

Education

London Guildhall University, 1997–2001 (Degree: BA Accounting with Multimedia)

The Plume School, 1989–1997 [GCSE: Logic, Mathematics, Biology, Chemistry, Physics, English Language/English Literature, Economics and French. A-Level: Mathematics, Philosophy, Music AS, Physics AS, Business Studies AS, and General Studies]

Interests

Travelled to Kathmandu and trekked to Everest; enjoys living and working between London and Cambridge. Keen pianist, guitarist, and singer; enthusiastic photographer. Supports a children's cancer charity in Tanzania; maintains a home network of Windows-based servers. Interests include home automation, gadgets, promoting concerts, dining out, and exercise.

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