

Shannon Gallagher

Junior Product Designer

- Junior Product Designer with experience supporting the design of customer-facing digital products within the financial services sector.
- Passionate about creating simple and intuitive experiences that help customers achieve their goals.
- Experience supporting design activities including research, wireframing, prototyping and feedback sessions.

Experience

Junior Product Designer

Instinct Digital • November 2024 - Present

- Supported senior designers on digital product projects for clients within the financial services sector.
- Assisted with design activities including competitor analysis, wireframing, prototyping and design reviews.
- Worked alongside designers, developers and project stakeholders to help translate requirements into user-focused solutions.
- Supported the creation of user journeys, process flows and low-to-mid fidelity wireframes to communicate design concepts.
- Assisted with gathering and documenting feedback from stakeholders and users to support design iterations.

Supervisor

Russell & Bromley • July 2023 – October 2024

- Supported the day-to-day management of the store, helping maintain high customer service and operational standards.
- Assisted with team supervision, workforce scheduling, timesheets and attendance records.
- Coordinated stock transfers, deliveries and inventory tasks to support smooth store operations.
- Resolved customer queries and complaints professionally and efficiently.
- Developed strong organisational, communication and problem-solving skills in a fast-paced retail environment.

Sales Consultant

The Fragrance Shop • May 2022 – July 2023

- Built rapport with customers to understand their needs and provide tailored product recommendations.
- Consistently achieved individual and team sales targets through strong customer engagement.
- Assisted with stock management and inventory checks.
- Supported opening and closing procedures, including cash handling responsibilities.

Get in touch

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Skills

User-centred design, wireframing and prototyping, user journeys and process flows, information architecture, competitor analysis, design reviews.

Supporting user research activities and usability testing activities.

Tools & Technologies

Figma, FigJam, ChatGPT, Microsoft Office, Claude

Education

University of Nottingham

BA (Hons) English with Creative Writing
2018 – 2022