

About

Enthusiastic Product Designer with a First-Class Honours degree in Interaction Design and 4 years of hands-on experience. Adaptable and quick to learn, with an openness to feedback and a dedication to continuous self-improvement. Strong skills in UX and UI design, problem-solving and critical thinking, with a passion for delivering impactful digital experiences. Recently returned from a career break exploring Southeast Asia, Australia and New Zealand, now bringing fresh perspectives and a results-driven mindset to new design opportunities.

Portfolio

<https://ethan-mcgonigle.com/>

Professional Experience

Career Break to Travel • October 2023 – January 2025

Verint

American analytics company specializing in customer engagement solutions.

UX/UI Designer • June 2021 – September 2023

- Revamped and unified the XM suite of applications, enhancing user experience and interface design, leading to a 35% increase in user satisfaction.
 - Created and maintained UI standards for the XM suite, ensuring consistent and high-quality designs across all applications.
- Worked in a global UX team of 16+ members to standardize and consolidate design solutions, applying best practices to ensure consistency and usability across all regions.
- Played a key role in creating and maintaining the LUX Design System, developing scalable component and pattern libraries with comprehensive design guidelines to streamline workflows, reduce development time and ensure seamless implementation.
- Led the design of the Unified Configurator application, leveraging automation in the Rules Engine to streamline repetitive tasks, reduce manual effort and ensure consistency.
- Redesigned the feedback and rating system, resulting in a 45% increase in user feedback submission rates and a rise in actionable insights.

AutumnCare

Australian software company providing solutions for the aged care industry.

Product Designer • September 2019 – October 2020

- Revitalized the UX/UI of the AutumnCare suite, establishing design standards, streamlining aged care processes and enhancing usability.
- Collaborated with developers to improve accessibility, increasing compliance by 35% and creating a more inclusive experience for users with disabilities.
- Led and executed comprehensive user research plans—including surveys, interviews, focus groups and shadowing—which drove the shift towards a mobile-first redesign.
- Facilitated cross-functional workshops with clinical, development and sales teams to balance user needs, healthcare standards, technical feasibility and business goals, ensuring a seamless platform rollout.
- Designed and tested interactive prototypes to optimize user flows and support developer handoff, leading to a 15% reduction in errors and a 25% increase in task completion rates.

Pitchbooking

Cutting-edge startup streamlining the booking and management of sports facilities.

Product Designer • April 2019 – August 2019

- Led the end-to-end discovery phase for a platform-wide UX/UI redesign, focusing on booking flows, navigation, and mobile optimization
- Redesigned information architecture to improve content findability and reduce friction for users
- Introduced a new block booking feature to support more flexible reservation use cases

Education

First Class Honours in BDEs Interaction Design

University of Ulster • September 2017 – May 2021

Hard Skills

- UX & UI Design
- Visual Design
- Wireframing & Prototyping
- User Research & Analysis
- Information Architecture
- Design Systems
- Usability Testing
- User Flows
- Accessibility (WCAG)
- Agile & Scrum Methodologies

Soft Skills

- Problem Solving
- Collaboration & Cross-Functional Communication
- Critical Thinking
- Empathy
- Adaptability

Tools

- Figma
- Sketch
- Adobe Illustrator
- Adobe InDesign
- Adobe XD
- InVision
- Dovetail
- Maze
- Zeplin

Languages

- English