

Paul Muhs-Meredith

Senior UX, UI and Product Designer

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Profile

Senior UX, UI and Product Designer with over 20 years of experience delivering complex digital products, enterprise platforms, and design systems for some of Europe's most recognised organisations.

My work sits at the intersection of design craft, systems thinking, and technical delivery. I have led end-to-end UX and product design across data-heavy SaaS platforms, multi-brand design systems, and identity and access management programmes for clients including Jaguar Land Rover, Porsche, Mercedes-Benz, Willis Towers Watson, and Gallagher Re. A recurring thread across that work is translating complexity for expert users who are not technical, whether that is reinsurance analysts, underwriters, or enterprise identity teams.

My front-end background shapes how I design. I think about how things get built, work closely with engineers, and treat accessibility as a constraint I design from the start rather than a compliance pass at the end. I have introduced design-led delivery models into engineering-dominated environments, built design systems that scaled across product families, and helped organisations move from reactive to structured ways of working.

Professional Experience

Senior UX/UI Designer at Gallagher Re (Contract | November 2025–Present)

Gallagher Re is the global reinsurance division of AJ Gallagher. I am part of the team shaping the client experience for their new global digital portal, providing unified access to products, services, and reinsurance insights.

Leading end-to-end UX and product design for complex, data-driven workflows across the reinsurance platform, grounding decisions in heavy user research, usability testing, and accessibility testing throughout. Translating the needs of global reinsurance users into clear, high-fidelity interfaces that reduce cognitive load and support fast, confident decision-making. Contributing to a large-scale global Figma design system, extending the component library and documentation standards to support teams and users across multiple markets. Collaborating closely with Angular and Tailwind CSS developers to ensure pixel-accurate implementation and maintaining WCAG 2.2 AA accessibility across all experiences.

Lead UX Design Consultant at iC Consult UK (Full time | June 2022–November 2025)

Joined iC Consult as their first dedicated design hire and founded the Global Design Centre of Excellence from scratch, drawing on client delivery experience to build the internal design capability the company needed to sell, deliver, and scale. This included standardised UX workflows, UI governance, gold-standard design patterns, and a knowledge base for onboarding and upskilling new designers. The CoE gave the company a credible design-led proposition to take to market alongside its engineering capability, improving delivery speed and quality across enterprise engagements.

Led design across the three most complex and high-profile engagements of my career, working at the intersection of brand, security, and enterprise UX for global automotive clients.

Jaguar Land Rover – UX/UI Lead (2 years)

The largest and most strategically significant engagement. JLR's global IAM platform spanned four business domains: B2B, B2C, B2E, and in-vehicle, each with distinct user needs, brand requirements, and technical constraints. I introduced and owned the entire end-to-end design-led delivery model into a programme that had previously been entirely engineering-led, built a multi-brand design system covering both Jaguar and Land Rover sub-brands, and reduced duplicated design effort by 30 percent across four business units.

Porsche – UX/UI Consultant (6 months)

Designed the Partner Network IAM portal, creating a PPN sub-brand layer within Porsche's global design system that balanced brand precision with the functional demands of enterprise identity workflows. The component framework was subsequently adopted for other Porsche IAM portals.

Mercedes Benz – UX/UI Consultant (1 year)

Joined a purely development-led programme with no existing design practice, research process, or accessibility framework in place. Working closely with stakeholders and development teams, I introduced a structured design-led approach, conducted research and prototyping to understand and validate complex application workflows, and redesigned the applications from the ground up.

Delivered an enterprise Figma design system for Mercedes OneAPI, ensuring compliance with MB UI standards and reducing design to development handover time by 25 percent.

Senior UX/UI Designer at Willis Towers Watson (Full time | April 2019–June 2022)

Led end-to-end UX and product design for WTW's Risk and Analytics division, a portfolio of data-driven SaaS platforms used by insurers, brokers, and reinsurance analysts to visualise and manage exposure across global portfolios.

During discovery for the new risk analytics applications, research with underwriters, risk analysts, and data scientists made clear that nothing could be delivered at the required quality or pace without a robust, accessible design system bridging the gap between design and development. There was nothing in place. I identified the need, made the case for building the system alongside the product redesigns rather than after, and built it largely without a dedicated design systems team. It became the foundation for more than eight products across the division, including Climate Diagnostic and Supply Chain Diagnostic, and introduced structured ways of working into a team of around 30 people spanning three designers and six developers.

Led moderated and unmoderated user research throughout, running in-person and remote sessions with domain experts to understand complex workflows and translate actuarial and catastrophe modelling data into clear, decision-ready visual dashboards. Designed the Global Peril Diagnostic and Security Scorecard, core analytical tools used for risk evaluation and exposure management across global portfolios.

Lead UX/UI Developer at IFS (Full time | January 2013–April 2019)

Delivered SaaS UX and UI for enterprise clients including Aviva, Ford, Sky, and Pepsi across a six-year engagement. Introduced and governed a multi-product design system, improving consistency and reducing rework across teams. Worked in agile squads bridging design, engineering, and product strategy, designing responsive and accessible interfaces that improved engagement and reduced support queries.

Frontend Developer at Fred Olsen (Full time | February 2009–January 2013)

Designed and developed more than ten e-commerce websites, improving stability, load speed, and accessibility across the estate.

Web Developer/Owner at WebStorm UK (March 2003–February 2009)

Ran an independent web design studio delivering websites, branding, and SEO strategies for small and medium businesses.

Skills

UX and Product Design

Figma, design systems, design tokens, prototyping, wireframing, information architecture, interaction design, service design, journey mapping, design strategy

Research and Validation

User research, usability testing, accessibility testing, moderated and unmoderated studies, in-person and remote research, stakeholder interviews, workshop facilitation

AI-Assisted Design

Claude, ChatGPT, AI-assisted research and synthesis, AI-driven ideation and prototyping, Figma MCP

Accessibility

WCAG 2.2 AA, inclusive design, accessibility audits, usability testing

Front-end

HTML, CSS, JavaScript, Angular, React, Vue, Tailwind CSS, design to development handoff

Leadership and Collaboration Design direction, design strategy, DesignOps, team mentoring, stakeholder engagement, agile delivery, design-led delivery models, cross-functional collaboration

Education

BSc (Hons) Computer Science – Open University – 2005

Prince's Trust NVQ II Business Management – 2007