

Keith Millington

Senior UX Designer | Active SC clearance

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PROFILE

Senior UX Designer with eight years' experience across defence, ecommerce, HR, sustainability and procurement. Line-manages two UX designers and is sole owner of Northrop Grumman's design system. Leads UX across concurrent projects, combining research, information architecture and prototyping to turn unclear requirements and complex workflows into practical designs.

CORE SKILLS

Research and structure: User interviews, focus groups, usability testing, analytics review, information architecture and problem definition.

Design and delivery: Interaction design, responsive prototypes, design systems, contrast and readability, developer handover and design collaboration.

Tools: Figma, Adobe XD, Hotjar, Pendo, Amplitude, Google Analytics, Zeplin, Claude Code and Figma Make.

PROFESSIONAL EXPERIENCE

Senior UX Designer | Northrop Grumman

2023–present

- Lead UX design across several concurrent projects in a secure defence environment, balancing design priorities and delivery constraints.
- Sole owner of the design system, maintaining reusable interface patterns and a consistent design approach across project work.
- Clarify requirements with Scrum Masters, department heads and analysts, turning uncertain briefs into agreed goals and MVP design scope.
- Line-manage two UX designers through fortnightly one-to-ones and annual performance-review discussions, supporting their work and wellbeing and communicating salary increases.
- Mentor both designers and support goal-setting in Workday, helping them identify development priorities and work towards their professional ambitions.

Note: Project details and outcome metrics are confidential.

Freelance Product Design

Paid client projects alongside employed roles

Royal Nawaab Pyramid | 2026

- Combined research findings from eight participants with client analytics showing 60% menu-screen drop-off to identify problems with menu navigation and finding the booking action.
- Designed category navigation and a persistent booking action, refined prototypes with client and technical colleagues, and supported full implementation within booking-provider constraints.
- Client-reported before-and-after results: bounce fell from 64% to 12% and booking completion rose from 38% to 78%. Menu-screen drop-off fell from 60% to 20% in the same client-reported comparison.

Love Energy Savings | 2022

- Redesigned an energy comparison journey with a documented 62.5% abandonment baseline, using six face-to-face interviews and competitor review to identify trust and navigation concerns.
- Prototyped clearer progress, larger controls, optional fields, back navigation and more visible 'I don't know' choices in Adobe XD. Proposed a minimum route of eight clicks. The paid client redesign launched.

PROFESSIONAL EXPERIENCE CONTINUED

UX Designer | BrightHR

2022–2023 | Six-month contract

- Created and maintained the mobile design system for an HR and compliance platform, developing reusable components and interaction patterns.
- Redesigned document organisation for administrators using one-to-one interviews and Hotjar findings, introducing subfolders into the proposed structure and navigation.
- Used Pendo feedback and user priority rankings to understand reported problems.

UX Designer | Anthesis Group

2022 | Six-month contract

- Designed a central ESG data hub for sustainability consultants working across multiple applications and information sources.
- Worked with consultants, the product owner and head of delivery through focus groups to shape navigation and data presentation around their workflows.

UX Designer | BiP Solutions

2021–2022

- Redesigned Delta eSourcing dashboard views for procurement buyers and suppliers, organising tenders, contracts, status and messages around their tasks.
- Translated the team's focus-group, questionnaire and Hotjar findings into three concepts, then developed the selected direction with the product owner and senior UX designer.
- Prototyped views and filters for organisation-wide and pending activity, and worked with backend development and functional QA on data and implementation issues.

UX Designer | Distrelec

2018–2021

- Replaced legacy side navigation with responsive top navigation and made search and language selection more prominent across desktop and mobile.
- Used Hotjar findings and analytics-team input reporting users leaving within six seconds, alongside research and usability testing with the product owner, to inform navigation and checkout changes.
- Company-reported analytics following the work showed bounce falling from 13.6% to 6.7%, revenue up 4.5% year on year and search used by 64.8% of users.
- Brought delivery-cost information into the basket, developed desktop, tablet and mobile prototypes, and supported Zeplin handover, development and QA before launch.

EDUCATION

Digital Media Production, 2:1 | Sheffield Hallam University