

# Siddiqah Islam

## Senior Interaction Designer

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### Work Experience

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#### Version 1 — Interaction Designer

Feb 2024 – Present ~2yrs

##### Version 1 — transformation design group

- Contributed to a successful bid for a long-form DfE procurement, supporting the business development process with UX rationale and evidence of interaction design capability
- Facilitated knowledge sharing across the Interaction Design community of practice and presented retrospective learnings from a high-pressure project to the wider design community, covering what the team would do differently, including deeper stakeholder discovery, earlier developer involvement, and inclusive decision-making practices
- Championed Cursor as a prototyping tool within the team, demonstrating how AI-assisted code generation can significantly accelerate prototype builds and reduce time spent on repetitive development tasks during sprint delivery, such as planning mode

##### UK Export Finance (UKEF) — GIFT project

- Designed and prototyped complex financial data entry flows (reinsurance tables, accrual schedules, facility fees) for a GDS-compliant internal service used by UKEF users
- Iterated designs across sprint cycles using user research insights, producing design recommendations that improved error clarity and data entry patterns
- Leveraged AI-assisted prototyping tools (Cursor) to accelerate sprint delivery and significantly reduce prototype build time
- Leading the early-stage build of a UKEF design system from the ground up using AI-assisted tools, establishing the foundational information architecture and standardising GDS components across the service
- Developed reinsurance fee flows with progressive filtering logic, URN validation, and mock reinsurer data to simulate realistic scenarios for user testing

##### Department for Education — National Professional Qualifications (NPQ)

- Co-designed with internal users and stakeholders to improve access to National Professional Qualification applications, enabling integrated feedback across multiple sources
- Redesigned citizen-facing services to support teacher retention in further education, including a smooth journey for international applicants
- Facilitated regular UCD and dev catch-ups and tested prototypes with all user groups to ensure realistic, accessible findings

##### Department for Education — Targeted Retention Incentive Payments

- Designed services for teachers receiving targeted retention payments, resulting in successfully processing over 2,000 claims with a total payout of approximately £591K
- Facilitated design crits and dev catch-ups, ensuring design decisions were clearly communicated and implemented accurately

### Skills

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**Design:** wireframing, sketching, low and high-fidelity prototyping, content design

**Prototyping tools:** Figma, Miro, GOV.UK Prototype Kit, Lucid, HTML/CSS

**Ai tools:** Cursor (AI-assisted prototyping), Claude

**UX Methods:** user research, user journeys, affinity mapping, experience mapping, usability testing, agile/Scrum, service design, content design

**Accessibility:** WCAG 2.1 AA, GDS service standards, inclusive design

**Languages:** English, Bengali

**Interpersonal:** communication, facilitation, stakeholder management, reliability, openness to feedback, active listening, teamwork

### Education

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**Brunel University London**  
Sociology BSc

### About

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Interaction designer with 6+ years of experience across MoJ, DfE, and UKEF. I'm at my best in the messy middle of a service, turning complex policy requirements into clear, accessible user journeys. Specialist in GDS-compliant interaction design, complex financial data flows, and AI-assisted prototyping for contract roles outside IR35.

- Took the initiative to create a design roadmap to manage timelines, set realistic expectations with the client, and maintain visibility of delivery progress across the team

## **Ministry of Justice (MoJ) — Interaction Designer**

*Nov 2020 – Feb 2024 ~3yrs*

### **UCD Design Maturity working group — Justice Digital**

- Contributed to the UCD Maturity working group, helping to establish a shared language and practice around design quality across Justice Digital
- Led a community of practice session on design debt, covering the three types (UX, visual, and operational), how it accumulates during agile delivery, its symptoms and long-term risks, and practical strategies for recognising and managing it
- Introduced frameworks for tracking and prioritising design debt, including maintaining a UX/design debt backlog and mapping debt impact against user journeys

### **Non-standard Crime Claims — Legal Aid Agency**

- Designed and iterated prototypes across alpha for the CRM7 service, used by senior caseworkers to assess non-standard legal aid fee claims
- Conducted hypothesis-driven design, testing riskiest assumptions with both legal aid providers and senior caseworkers to validate design direction and prioritise pain points
- Synthesised research findings from multiple user groups to identify recurring themes, including incoherent evidence uploads and excessive manual workarounds, translating these into prioritised UI and content design recommendations to support a confident move into Beta
- Championed accessibility in design by using Axe for Designers to audit Figma prototypes against WCAG 2.1 AA standards, identifying and resolving issues such as touch target sizes before handoff to developers

### **Request a Solicitor (RAS) — Legal Aid Agency**

- Designed a GDS-compliant digital service to streamline the process of assigning a Duty Solicitor to detainees at police stations, working across multiple user groups including custody sergeants, detention officers, and duty solicitors
- Mapped end-to-end service flows across a complex multi-user journey, producing updated screen flows after every design iteration to communicate how pages and components connected
- Ran 9 internal design reviews using the MoJ crit feedback style in Miro, presenting weekly iterations to PMs, delivery managers and user researchers and capturing structured feedback to drive design decisions
- Participated in user research at a custody suite, translating findings directly into prototype iterations tested across two rounds of usability testing
- Trialled the MoJ Form Builder as a new tooling recommendation from the Discovery Service Assessment, documenting constraints and feeding findings back to the wider team

## **Gradprentice — UX Designer**

*Oct 2019 – Nov 2020 ~1yr*

- Led an e-commerce project using the design sprint method to gather first-hand feedback directly from users
- Conducted stakeholder interviews with the CEO and manager to understand and align on business requirements
- Produced journey maps and wireframes to communicate design concepts across the team

