

Ludmila Walker

Product Designer

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Senior Product Designer with 15+ years of experience delivering end-to-end customer experiences across complex B2B and SaaS environments, including healthcare, finance, and resource management.

I specialise in simplifying complex systems, shaping design strategy, and improving customer journeys across multiple touchpoints — not just screens. My work involves aligning design, engineering, and business stakeholders to deliver practical, scalable solutions.

I bring a systems-level approach to CX design, combining user research, service thinking, and hands-on delivery to create experiences that are accessible, usable, and grounded in real operational needs.

I'm also comfortable working in code, with hands-on experience maintaining CSS architecture, improving front-end quality, and supporting complex UI migrations.

Skills

Strategy and CX

- CX & service design
- Design strategy & product vision
- User research & usability testing
- Information architecture
- Accessibility (WCAG AA)
- Reducing cognitive load in complex systems

Design and delivery

- End-to-end product design (0-->1 and scale)
- Design systems (Figma, Storybook)
- Interaction design for complex workflows
- Cross-functional collaboration (product, engineering, QA)
- Agile delivery & design workflows

Technical & Collaboration

- Front-end collaboration (Vue.js, JavaScript, React awareness)
- CSS architecture & optimisation
- Design-to-code handoff and implementation support across front-end technologies
- UI frameworks (Bootstrap, component libraries)
- Accessibility implementation solutions
- Engineering collaboration on UI migrations (Angular --> Vue)
- AI-assisted prototyping (React) using tools such as GPT, Claude

Experience

Dayshape | Product Designer

Oct 2019 - Apr 2026

AI-powered resource management SaaS for professional services firms

Design System Architecture: Collaborated with engineering to deliver a centralized design system (Figma & Storybook), unifying UI across platforms and improving design–development consistency.

Technical Migration Collaboration: Partnered with engineering to overhaul the UI transition from legacy Angular to Vue.js, ensuring a seamless user experience while modernizing the technical stack (Upgrading Bootstrap, implementing FontAwesome library).

AI-Assisted Prototyping: Accelerated design iteration by using generative AI (GPT, Claude) to create and refine interactive prototypes in collaboration with engineering.

Accessibility Leadership: Established company-wide accessibility standards and testing protocols by educating cross-functional teams and ensuring regular accessibility audits (performed internally by me and externally by User Vision); rolled out awareness and adoption of WCAG AA standards.

Product Scaling: Supported the scaling of product and design practices as the company grew from 20 to 100+ employees, improving workflows and cross-team collaboration.

Newgate | UI/UX Designer

June 2017 - Oct 2019

Healthcare software for hospital operations and clinical workflows

Service & Workflow Design: Mapped and redesigned end-to-end clinical workflows, aligning digital systems with real-world hospital processes.

Healthcare Modernization: Led the redesign of legacy hospital systems across web and mobile platforms, improving usability in high-pressure, time-critical environments.

Workflow Optimization: Conducted contextual research for sterile services processes to design a multi-tray scanning solution that significantly increased throughput and reduced manual data entry errors.

Design-to-Code Implementation: Authored and maintained global styles in LESS and XAML, ensuring pixel-perfect implementation and high performance on specialized handheld hardware. (Android/Xamarin, Web/Angular, and Telerik libraries).

Website design and implementation: Modernized the company website through a complete redesign, improving SEO, accessibility, responsiveness, and overall usability.

Kyria (and Swagelok) | Contract UI/UX Designer

Dec 2016 - June 2017

Industrial inspection software for energy and engineering environments

Research and Discovery: Conducted interviews and field research on energy plants and engine room inspection to understand the conditions and processes of Swagelok engineers.

Prototyping and Design: Created user journey maps and iterated interactive prototypes created in Axure.

Technical Implementation: Delivered a robust XAML/UWP library that helped cut the development time by estimated 30%.