

Konstantinos Bougioukntolapsis

Known as: Kon

Senior UX Designer

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PROFESSIONAL SUMMARY

Senior UX Designer with 8+ years of experience across government and financial services, specialising in translating complex systems, policies, and regulations into simple, inclusive, and accessible digital experiences. Proven track record delivering end-to-end service design at scale — from discovery through to live — across high-impact programmes including business banking (Lloyds Banking Group), tax compliance (HMRC), and welfare (DWP Universal Credit). Passionate about accessibility (WCAG 2.2), design systems, and mentoring the next generation of designers. Recently trained in AI in product design including Copilot and MCP integration.

CORE SKILLS

Research & Strategy: User Research, Discovery Activities, Stakeholder Collaboration, Journey Mapping, Service Design, User Flows

Design & Delivery: Wireframing, Prototyping, Interaction Design, Information Architecture, Design Systems, Accessibility (WCAG 2.2), Usability Testing

Tools: Figma, FigJam, Miro, Sketch, Adobe XD, Confluence, HTML/CSS/JS (working knowledge)

AI & Emerging: Microsoft Copilot, MCP server integration, AI in product design, Claude, Google Stitch, Firefly

PROFESSIONAL EXPERIENCE

Senior UX Designer | **Lloyds Banking Group** Apr 2022 – Present | London / Remote

- Led end-to-end UX for the Permissions digital banking platform, serving 100,000+ business banking users across web and mobile.
- Redesigned domestic payments flow, reducing task completion time by 10% and cutting user errors by 18% through iterative usability testing.
- Established and enforced design system consistency across mobile and web, reducing design-to-dev handoff time by 25%.
- Mentored 3 junior designers through structured critique sessions and pairing, improving team output quality and onboarding speed.
- Collaborated daily with product managers, engineers, and compliance teams to balance business constraints with user needs.

UX Designer | **HMRC** 2021 – Apr 2022 | Remote

- Designed post-Brexit tax compliance journeys, helping businesses navigate new regulatory requirements through clear, step-by-step digital flows.
- Developed high-fidelity prototypes that halved the number of review cycles with policy and legal teams by enabling earlier, richer feedback.
- Worked cross-functionally with policy, legal, and engineering teams to ensure regulatory accuracy without compromising usability.

UX Designer | **Ministry of Justice** 2019 – 2021 | London

- Conducted end-to-end UX assessments for GOV.UK-aligned services, ensuring compliance with GDS standards before live release.
- Ran discovery and alpha phases across two services, identifying key pain points through user interviews, contextual enquiry, and data analysis.
- Contributed interaction design patterns to the MOJ Design System, improving consistency across departmental digital services.

Junior UX Designer | **Department for Work & Pensions (Universal Credit)** 2017 – 2019 | London

- Enhanced digital journeys for millions of Universal Credit claimants, focusing on simplifying benefit calculations and reducing form drop-off rates.
- Improved data accuracy for claimants by redesigning complex disclosure forms, reducing errors by 15%.
- Supported a cross-government design library initiative, applying evidence-based design principles across shared components.

EDUCATION & CERTIFICATIONS

Masters Degree UX Design | Kingston University, London, Distinction

BSc Software Engineering | Open University, London, 2.1

UX Design Certification | General Assembly

Graphic Design Fundamentals | The Graphic School

Service Design | Experience Haus (2024)

AI in Product Design | Experience Haus (2025)

LANGUAGES

English (fluent) **Greek** (native)