

Luke Illidge

lukeillidge.co.uk
lukeallidge@gmail.com

I'm a Product Design leader in Manchester, at my best when helping teams to craft impactful experiences for people, business, and their communities. I've enjoyed over ten years in design roles; as an individual contributor, manager and product leadership team member. I thrive on working with and developing empowered, healthy teams that are inspired by a clear vision and a culture of customer obsession, experimentation, and design craft excellence.

Experience



Group Design Manager

Deliveroo - Manchester, UK
Aug 2022 - Jul 2024

Experience team manager within the Delivery org (responsible for order tracking, rider products and restaurant collection) of Product & Content Designers, User Research and Localisation Managers.

Key contributor to experience team (of 50+) wide career levels and expectations framework. Focus on improving ways of working between Product, Experience, Engineering and Science roles.



Head of Product Design

Student Beans - Manchester, UK
Apr 2021 - Aug 2022

Lead of the UX team - Developing Research and Design craft maturity.

Key contributor to customer-centred product vision,

Education

MBA Technology Management

The Open University
2024 - Present

Product Management

Brainstation (online)
2024

UX Strategy Masterclass

By Jared Spool - London
2019

Prince2 Practitioner

Westminster University
2016

BSc Multimedia Design

First Class Honors
London South Bank University
2011 - 2013

Extracurricular

Second Wave resale - venture

2024

culture, objectives and measures of success within the Product Development org.

B.

Lead Product Designer

Booking.com - Manchester, UK
Nov 2019 - Apr 2021

Leading UX (Research and Designers) within the Booking.com Trips business unit across various end-customer and partner facing product teams.

Key contributor to product & design operations (and provided training) on user needs/ job-to-be-done framework, design thinking, and service design methods.



Snr Experience Design Consultant

Thoughtworks - London, UK
Dec 2019 - Nov 2019

Both hands-on and coaching businesses (as per client placements) on a balance of best-in-class, and business situation considerate - experience design practices.



Snr UX Designer

Tigerspike - London, UK
Sep 2017 - Sep 2018



Design Manager / Snr Designer

Ticketmaster - London, UK
Nov 2015 - Sep 2017



Head of Design / Snr Designer

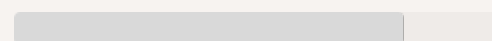
FrtyFive - London, UK
Apr 2013 - Nov 2015

Reforge - Member
2023

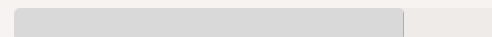
ADP List - Mentor
2021 - Present

The Human Project - venture
#EUvsVirus hackathon winner
2020

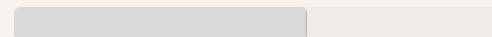
Skills



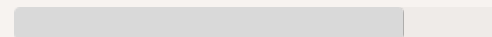
UX Design



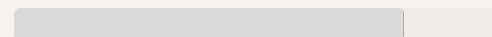
UI Design



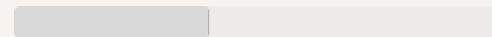
Generative Research



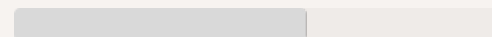
Evaluative Research



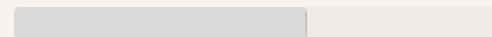
Product Discovery



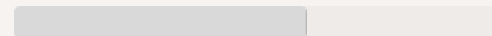
Service Design



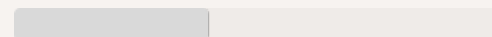
Product Thinking



Coaching & Mentoring



Team Development



Design Operations