Elliot Canning

Design Lead with 6+ years of experience delivering impactful digital services through design thinking, service design, and UX/UI. Proven track record leading small teams (4–6 designers) across high-stakes initiatives in enterprise and emerging tech environments, including BT and Beam.

Adept at translating complex technical challenges such as automation, robotics, and data pipelines into scalable user-centred products. Confident facilitating across engineering, product, and business leadership to drive clarity, strategy, and delivery.

Seeking to join a mission-driven team scaling ambitious digital solutions that better our environment.

Designer@elliotcanning.com

+44 7471 94 7772

19/06/1995

www.elliotcanning.com

Bristol, UK

(References available upon request)

Skills

Service Design | Product Strategy | UX/UI Design | Design Thinking | Agile Delivery | Stakeholder Facilitation | Automation & Robotics Contexts | Data-informed Design | Systems Mapping | Figma & Miro

Education

BSc (Hon) - Product Design
2013 - 2017
University of Brighton , England, United Kingdom

Level three extended Diploma - Construction and the Built Environment
2011 - 2013
Bath College, England, United Kingdom

Accomplishments

Introduced a service maturity framework that aligned cross-functional teams at Beam - including robotics, ML, and data engineering - around high-value automation opportunities. This enabled Beam to identify and prioritise workflow improvements, laying the foundation for scalable, cost-reducing operational models and supporting new commercial opportunities before the company's closure.
February 2025

Launched BT's global "Operator Connect" platform: Designed and delivered a key enterprise service that became a global market leader in cloud communications; worked across engineering, delivery, and strategy teams to shape UX and service strategy.
February 2022

Delivered end-to-end mobile product for NatWest-backed startup: Led design of iOS/Android app for NatWest student housing venture in 8 weeks; launched to >1,000 users with 4.0★ App Store rating, accelerating internal buy-in for future digital products.
April 2020

Experience

Beam
Lead UX & Service Designer
Jun 2024 — May 2025 · (11 mos) — Bristol, UK

Sole design lead for an offshore wind technology company pioneering automation through robotics, machine learning, and data engineering. Led discovery and mapping of internal data services, exposing high-risk bottlenecks and critical failure points that informed a new data mesh architecture and product opportunities. Contributed to the definition of scalable operational models designed to reduce delivery costs and enable lower-margin commercial opportunities. This strategic groundwork positioned the business for long-term service efficiency and commercial growth prior to its closure.

Service design | UX/UI | Design thinking | Automation | Emerging tech | Robotics | Data engineering | Recruitment | Agile delivery

Travel
Sep 2022 - Jan 2024 · (1 yr 5 mos)
Self-supported cycling trip from Tajikistan to Nepal.

BT
Design Lead & Product Designer - Consultant - (UX/UI)
Mar 2020 — Aug 2022 · (2 yrs 6 mos) — London, UK

Led product and UX design across key initiatives for BT's Global division. Facilitated cross-functional teams to define and prioritise product features using design thinking and Agile methodologies. Oversaw the delivery of flagship user experiences, including internal service portals, onboarding tools, and customer-facing solutions, helping digitise legacy systems while maintaining user-centred design practices. Drove team performance, stakeholder alignment, and iterative product development through build-measure-learn cycles.

Product strategy | stakeholder management | performance metrics | Recruitment | nurturing talent | tracking performance

Tata Consultancy Services
Product Designer
Oct 2018 - Mar 2020 · (1 yr 6 mos) - London, UK

Creating UI/UX, service design and film outputs for TCS design consultancy working in industries such as finance, health care, automotive, telecoms and more.

UI/UX | Pitching/presenting concepts | Service design | Film