

Gemma Gallagher

Design Lead

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Design leader passionate about designing for both human and system behaviours in the age of AI-driven products and services, transforming how we engage with knowledge. Experienced in leading diverse teams through design-led, user-centred processes to solve complex challenges and deliver innovative digital solutions. Thrives on fostering cross-disciplinary synergy, empowering team members to grow and succeed, and driving creative solutions through collaboration.

Experience

> Accenture

Aug 2016 - Present

The Dock Innovation Centre | Design Lead

📍 Dublin ⌚ 3.5 yrs

- Responsible for strategic and creative design direction for new product propositions, leveraging GenAI and other AI technologies; research, ideation, and conception through to prototyping.
- Drive stakeholder/client impact and engagement, building trust and excitement through clear communication, content and workshops.
- Part of the design leadership team, specifically responsible for growing and attracting talent, collaborating with third level colleges and people lead to a number of our team members.

Fjord | Senior Designer > Design Lead

📍 San Francisco ⌚ 2.5 yrs

- Led design track of client co-creation engagements with Google, Apple, Kaiser Permanente, UCSF Health, Advent Health and Cisco (see portfolio for more details)
- Became a trusted member and advisor of the Kaiser Permanente Innovation, Technology and Digital Strategy teams for 9 months, delivering on Behavioural Design, Interoperability, UX prototyping and testing projects.

Fjord @ The Dock Innovation Centre | UX Designer

📍 Dublin ⌚ 2.5 yrs

- Worked across interdisciplinary teams on innovative solutions to expand my core service and interaction design skills to specialise in designing for data and AI driven systems and behavioural design.
- Developed Fjords global capabilities and product offerings in these emerging areas of design.

Continuum

Feb 2015 - Aug 2016

UX Designer

📍 Dublin ⌚ 1.5yrs

- As part of this full service digital agency, I worked on digital transformation, web/app design and web development client projects. I led aspects across all stages from conception, research, UX/UI design, front-end development, through to final release.

[See LinkedIn for additional experience](#)

Top 5 Passions

Championing team members growth • Discovering new design methods for working with AI and data • Translating research insights into strategic action • Absorbing knowledge from multidisciplinary team members • Planning my next holiday!

Education

TUD | MSc Creative Digital Media

Sept 2013 - Dec 2014

First Class Honours specialising in Mobile, Smart Device and Dynamic Web Applications Design.

UCD | BSc Architecture

Sept 2009 - June 2012

Earned an Honours Degree. Hands on studio work, together with practical thinking formed the core of my studies and laid the foundation of my design path.

Recent Training

Designing Strategy

IDEO | In-progress

People Management

QQI Level 6 | 3 months

Behavioural Design

Irrational Labs | 2 months

Women in Leadership

Accenture | 3 months

Data Analyst

Udacity | 3 months

Skills outside the norm

Behavioural design methods and practices | Explainable AI | Qualitative and quantitative design research | Future visioning | Data visualisation | System design | Training development & delivery | Workshop design & facilitation (in-person & virtual) | Front-end development (HTML, CSS, Javascript)