

Paul Lehouck

Product Designer / Researcher

paul.lehouck@gmail.com
+61434027636
paullehouck.com

Experience

Commonwealth Bank - Senior Product Designer

Jan 2023 - present / Sydney

Senior Interaction Designer and Researcher within the Emerging Technology team, driving discovery, product strategy and experimentation across the bank.

- Research, workshops, wireframing, prototyping, experimentation
- Delivering across Retail and Business banking; driving AI adoption within the business for the Product Practice team

Fjord (Accenture Song) - Senior Interaction Designer

Feb 2016 - Jan 2023 / Sydney

Senior Interaction and Service Designer embedded within client teams across major Australian brands.

- Research, workshop facilitation, wireframing, prototyping, UI design, product vision
- Delivered for Ubank, IAG, Foxtel, Woolworths, Westfield and other clients

SMS mt - UX Designer

Sep 2014 - Feb 2016 / Sydney

Mid-level Interaction and Service Designer supporting discovery and delivery across private and government sector clients.

- Workshop support, wireframing, prototyping, UI design
- Delivered for BMW, CommBank, Telstra, Service NSW and other clients

Philips - UX Designer

Jan 2012 - Jan 2014 / Eindhoven, NL

Junior Interaction and Visual Designer shaping consumer electronics interfaces and connected experiences.

- Research, IA and UI flows, wireframing, prototyping, working with developers
- Designed Philips TV interfaces and MyRemote mobile app

Education

TU Eindhoven - PDEng User System Interaction

Sep 2010 - July 2012 / Eindhoven, NL

Postgraduate study combining UX, HCI with applied industry collaboration.

- Coursework and collaborative projects with industry input
- Focus on UX, HCI, User Research, Behavioural Science, Computer Science

University of Antwerp - Master Industrial Product Design

Sep 2004 - July 2009 / Antwerp, BE

Study spanning industrial design, science, economics and creative methodology.

- Focus on Industrial Design, Science, Economics, Creative methods
- Graduated with distinction

Skills

Methods

Stakeholder alignment
Service Design
Concept development
Workshop facilitation
Qualitative user research
Quantitative user research
Research Synthesis
Strategy and prioritisation
IA and Wireframing
Rapid prototyping
Experimentation
UI and Product Design
Design systems

Tools

Figma
Askable
Qualtrics
Dovetail
Adobe CS
Figma
VS code
ChatGPT
Claude Code
Confluence
Jira
Pen and paper

Languages

English - fluent
Dutch - fluent
French - basics