

Lily Brennan

UX Designer

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Jolene Cartwright

Starling Bank

Dear Jolene,

I saw the UX Designer role at Starling Bank and it caught my attention immediately. I've spent the last two years at Monzo designing savings and budgeting features for 2.3 million UK customers, and moving to Starling. Where the design challenges around personal and business banking are just as meaty but the approach feels distinctly its own. Is a move that makes a lot of sense to me.

At Monzo, I redesigned the savings pots flow, which pushed pot creation up by 41% and raised the average monthly deposit from £82 to £127. I ran 22 usability studies over 12 months and built a budgeting insights feature that 340,000 users opted into in its first month. Before Monzo, I was at Babylon Health redesigning the GP booking flow (29% reduction in booking abandonment) and building a 140-component Figma design system used by 3 squads. My BA is in Design from Goldsmiths, and I hold the Nielsen Norman Group UX Certification.

I care deeply about research-led design. I'd rather spend a morning watching someone struggle with a prototype than a week polishing pixels nobody tested. I think that's a good fit for how Starling builds. I'd love to have a conversation about the role whenever you have time.

Warm regards,

Lily Brennan