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31 Station Street,
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REF:
SENIOR UX DESIGNER

Hiring Manager
Cochlear

1 University Avenue,
Macquarie University, NSW, 2109,
Australia

Dear Hiring Team @Cochlear,

I'm writing to express my strong interest in the Senior UX Designer role. With 13+ years designing complex enterprise platforms for banking, telecommunications, and healthcare environments, I bring the systems-level thinking, craft excellence, and stakeholder influence needed to shape experiences for clinicians, partners, and internal teams at global scale.

Leading Systems-Level Design for Enterprise Impact

The award-winning Westpac Wonder platform (Good Design Australia, Asian Banker Excellence Awards) exemplifies my ability to balance craft and pragmatism—delivering beautiful, intuitive experiences while meeting complex compliance, security, and integration requirements. Case study can be found here:

<https://jasdavey.myportfolio.com/westpac-wonder>

Partnering Across Engineering, Product, and Business

At British Telecommunications, I led a 10-person design team delivering enterprise IT service platforms for 2,000+ staff globally. I established the Service Design Centre of Excellence, creating design documentation and training material for Design Bootcamp sessions, and partnering with engineering teams across UK, India, and Asia-Pacific. This program delivered £270M in cost savings through improved IT operational efficiency. This program demonstrates my ability to translate user needs into business outcomes. Service Design Awards Finalist details can be found here: <https://www.service-design-network.org/headlines/fromhereon-da-vinci>

More recently at ANZ Bank, I redesigned operational workflows for the Business Services Unit, achieving a 20% improvement in executive strategic decision-making efficiency. I facilitated alignment across diverse stakeholders, created experience frameworks (service design strategy and playbooks) in collaboration with stakeholders and ensured design intent through close collaboration with product and strategy teams in the developed digital and print-based outputs. Case study is detailed here:

<https://jasdavey.myportfolio.com/better-banking-business-services>

Design Governance, Craft Excellence, and Ways of Working

Throughout my career, I've championed design quality while scaling practices across organizations. At Security Bank (Philippines), I led an 18-month customer contact framework redesign, establishing component libraries, conducting usability testing with 40+ contact center agents, and training 24 employees in human-centered design. At Vietcombank (Vietnam), I coached distributed teams on design governance, interaction design, and stakeholder communication—raising design maturity across the organization. Detailed case study can be found here: <https://jasdavey.myportfolio.com/digital-training-program>

I hold a high craft bar, ensuring every solution is both functionally clear and visually refined. I'm proficient in multiple design tools/platforms, experienced with Confluence and Jira for documentation and traceability, and skilled at creating design rationale that inspires alignment across technical and executive audiences.

Thank you for considering my application. I look forward to speaking with you soon.

Warm regards,
Jason Davey

A handwritten signature in black ink, appearing to read 'J. Davey', with a long horizontal flourish extending to the right.