JOÃO MONTEIRO

Empowering users through good usability

I have a Master's degree in software engineering, I'm a UX designer by trade, and I constantly work towards learning and improving myself.

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Soft Skills Teamwork | Leadership | Communication | Performance under pressure | Proactiveness | Eagerness to learn
Technical skills Sketch, Adobe XD, Figma, InVision, Miro | UX research | Data analysis | Wireframing, mockups | Project management
Other skills Adobe Suite (Ai, Id, Pr, Ps) | Design thinking | Service design | Entrepreneurship | Marketing | Software development
Writing Scientific writing | Writer for publications on Medium | Published on Pplware (largest Portuguese tech news platform)

Experience

OUTSYSTEMS
May 2021 – Present

Product Designer

Although OutSystems works with a very a technical platform, it has a thriving design department that ensures that the company keeps its focus on developing a low-code easy-to-learn customer experience. Product Designers are integrated in the development teams, being supported by other UX teams such as Copy, UX/UI and UX Research. My job consists in **applying the design thinking process to problems that arise** or new features that we want to implement. This involves research, data analysis, usability testing, user journeys, low- to high-fidelity mockups, functional prototypes, and documentation.

FLAINAR
Mar 2019 – Present
Part-time

Design Team Lead

Flainar is a Portuguese startup that **connects places, literature, and themes**, allowing its users to freely explore those 3 dimensions. My responsibilities entail feature ideation and specification, iterative development, creation of a design system, wireframing, and creating high-fidelity mockups. I also lead the design team, coordinating with the product owner and other disciplines to maintain clear and efficient communication channels.

DELOITTE
Jan 2019 – Apr 2021

UX Designer

Deloitte works with large companies to develop intuitive, impactful, and efficient solutions. **The role of UX Designer is at the core of their projects**, doing tasks associated with UX design but also project management and product ownership. The UX Designer acts as a bridge between the different departments, having a role in coordinating the work and dealing with clients.

TAP Air Portugal
12 months

A lead UX Designer and I were responsible for **rebuilding TAP's public homepage from the ground up**, as well as developing and improving other features throughout the platform. We applied UX methodologies such as the CSD Matrix, interviews, co-creation session, benchmarking, data analysis, and technical analysis. My day-to-day work also included the creation of wireframes, writing specifications, coordinating with other disciplines, and presenting our proposals to the client.

EDP
15 months

The **development, launch, and maintenance of EDP's intranet platform** was trusted to a senior UX Consultant and myself. We had a close relationship with the client, which led to a constant dialogue and iterative approach. My main responsibilities included writing specifications, leading multidisciplinary refinement sessions, testing the platform, and creating high-fidelity mockups. We were also able to do focus group activities, including card sorting, affinity diagrams, interviews, and data analysis.

MERCAPOR
Sep 2019 – Dec 2019

Freelance Web Designer & Developer

My job consisted in **developing a one-page institutional website** by eliciting requirements from the stakeholders, making a UX-founded suggestion of interface design based on the briefing and requirements, and developing the website itself. This work was iterated upon during the project as feedback was received.

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INESC TEC
Aug 2017 - Dec 2018

Research Fellow

I continued the development of my Master thesis project, an **Android app that empowers patients** by giving them tools to manage their personal health information and to retrieve medical information related to it. My responsibilities included scientific research, supervision of 2 other research fellows, creation of high-fidelity mockups and documentation, continued development of the app, methodical evaluation of its features, and presenting our research findings at international conferences and events.

WEPARK
Oct 2018 - Nov 2018

Freelance UX/UI Designer

A startup that wanted to make it easier to park in Lisbon by offering a valet service anywhere in the city contacted me to **develop high-fidelity mockups for their website**. It had different points of entry for customers and contractors, and an already developed logo that I took inspiration from when developing the mockups.

SOLIDSOFT
Jul 2018 - Oct 2018

Freelance UX/UI Designer

I was hired to **develop interfaces for the app "GC - Gestão de Condomínios"**. The job entailed analysis of the current implementations and the complex use cases, study of the mobile and desktop apps, and development of high-fidelity mockups for both apps.

Education

FACULTY OF ENGINEERING OF THE UNIVERSITY OF PORTO
Sep 2011 - Jul 2017

Informatics and Computing Engineering (BSc & MSc)

I graduated in 2017 with a **grade of 19 (out of 20)** in my final thesis after learning a lot from being **team leader and project manager** in a team of 6 developers, 2 multimedia students, and 2 designers; being a **product owner** in a team of 5 developers; and being the **requirements elicitor** in two different projects involving real companies. I also **made presentations** for audiences of hundreds of people and specialised in **UX-related courses**.

Second Place Award in the MSc Category of the Fraunhofer Portugal Challenge 2017
Oct 2017

The Fraunhofer Portugal Challenge **awards research of practical utility in the areas of ICT, multimedia and related sciences**, with separate categories for master and doctoral theses. This award was given in the 8th edition of the challenge to the dissertation "Health-Talks - Improving Health Communication and Personal Information Management".

SCHOOL OF SCIENCE AND TECHNOLOGY OF AALTO UNIVERSITY
Sep 2015 - Dec 2015

Computer Science (Erasmus+)

I did a semester of **Erasmus+ in Espoo, Finland**, in which I obtained a **grade of 4.5 (out of 5)**. I learnt a lot about design thinking, pedagogical technologies, web design, software design and modelling, interculturalism, and adapting to different environments and people.

UNIVERSITY OF CAMBRIDGE
Jun 2011

Certificate of Proficiency in English (CEFR Level C2)

I obtained an **A grade** in the CPE exam, administered by the University of Cambridge.