

# 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

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

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 my MSc dissertation "HealthTalks - 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.