Contact

ivogomes@gmail.com

www.linkedin.com/in/ivogomes
(LinkedIn)

www.ivogomes.com (Personal)

Top Skills

Design Leadership

Design Management

User Experience

Languages

Portuguese (Native or Bilingual)

Spanish (Limited Working)

English (Full Professional)

Certifications

Accessibility: How to Design for All

Membership Certificate

UX Management: Strategy and
Tactics

Ivo Gomes

Director of Product Design at Dashlane
Lisbon, Lisbon, Portugal

Summary

I'm passionate about minimalist and functional design.

I'm currently leading an awesome design team at Dashlane, focusing
on making the Internet a safer place by protecting companies' and
individuals' sensitive data (credentials and secrets) from breaches
and phishing attempts.

As a fan of Design Systems, I helped build Cobalt (Talkdesk's
Design System) from the ground up, and lead the team at Dashlane
in consolidating our Design System from the early start to a complete
multi-platform system.

Occasionally I also do some workshops, mentoring, lectures, and
talks about user experience.

Experience

Dashlane
Director of Product Design
January 2023 - Present (1 year 10 months)
Lisbon, Portugal

Working in a triad with Product and Engineering leads to set the vision and
strategy for Dashlane.
Leading the Platforms (Design System) and also the Expansion (core product)
team of designers to make Dashlane the best credentials manager, and
ultimately, create a safer Internet by protecting our user's information from
phishing and other hacking attempts.

Talkdesk
5 years 4 months

Director of Product Design
April 2022 - December 2022 (9 months)
Lisbon, Portugal

Lead an amazingly talented team of Product Designers in the CCaaS (Contact Center as a Service) unit, full remote. We worked on the core product of Talkdesk, designing the experience for contact center agents, supervisors, and administrators, so that in turn, they could provide an excellent customer service to their own customers.

Associate Director of Product Design
January 2021 - April 2022 (1 year 4 months)
Lisbon, Portugal

Climbing the ladder into the management track, but still leading the design for the agent experience.

Lead Product Designer
January 2020 - December 2020 (1 year)
Lisbon, Portugal

As Lead Product Designer I managed the product design team for the CCaaS (Contact Center as a Service) unit at Talkdesk. I was also the lead designer for Talkdesk Workspace applications for the Agent cluster.

Senior Product Designer
September 2017 - December 2019 (2 years 4 months)
Lisbon, Portugal

Main designer for the agent experience and how Talkdesk can improve the overall productivity and well being of contact center agents.

Helped design, develop and maintain our internal Design System, so that our amazing team of product designers can focus more on creating great experiences and not so much on pushing pixels.

Portuguese Usability Professionals Association
Board Member and Founder
July 2005 - December 2017 (12 years 6 months)
Lisbon, Portugal

Founder and board member of the Portuguese Usability Professionals Association.

Graf.ly
Co-Founder & CEO
April 2016 - July 2017 (1 year 4 months)
Lisbon, Portugal

Graf.ly was focused on delivering the best content creation experience for journalists and editors in the newsroom. I was responsible for all the product definition and user experience along with the role of CEO.

As the CEO I was also responsible for pitching the product to investors and clients.

We were one of the winners of Road2WebSummit and the Lisbon Challenge and participated in the Web Summit in Lisbon as an Alpha Start-Up.

Bright Pixel
User Experience Lead
March 2016 - July 2017 (1 year 5 months)
Lisbon, Portugal

Lead the UX and Media teams were we worked together with journalists and editors in developing user centered solutions for content creation and management on projects for the Google Digital News Initiative.

Helped incubated startups solve user experience challenges in a multitude of projects (from media, retail, advertising and telco).

SAPO
7 years 1 month

Head of UX & QA
September 2010 - March 2016 (5 years 7 months)
Lisbon, Portugal

As Head of UX & QA, I managed a user experience team specialized in web and mobile usability. We were also skilled in IPTV usability for our MEO TV platform.

Our daily work consisted of running usability tests (user testing, heuristics, expert reviews) of all of SAPO's different products on multiple platforms: web (desktop and mobile), native mobile apps, and TV apps.

We also did wireframing, prototyping, accessibility (testing and validation), and helped our designers and developers whenever they needed us or had any questions regarding UX, CSS, HTML, etc.

You can learn a bit more about our work at http://ux.sapo.pt

UX Designer
March 2009 - August 2010 (1 year 6 months)
Lisbon, Portugal

Evangelization of UX practices at SAPO, making all teams (design, engineering, product) aware of the do's and dont's and helping them understand the importance of usability, accessibility and UX best practices.

Portugal Telecom
UX Designer
March 2009 - March 2016 (7 years 1 month)
Lisbon, Portugal

Helped multiple teams in Portugal Telecom Group at creating engaging user experiences in a multitude of different platforms and projects, ranging from B2C (MEO) to B2B and Enterprise solutions (PT Empresas).

EDIT. - Disruptive Digital Education
Tutor / Trainer
January 2015 - March 2015 (3 months)

Tutor / Trainer for the workshop "Foundations of UX" in Lisbon and Oporto.

MyTVShows
Founder
September 2007 - December 2014 (7 years 4 months)
Lisbon, Portugal

MyTVShows was a web app that let you keep track of the episodes of all the TV Shows you were following. Kinda like what Trakt.tv does nowadays.

log
Usability Consultant
September 2004 - February 2009 (4 years 6 months)
Lisbon, Portugal

Usability consultant and user-centered designer for the web. Interaction Designer with focus on usability, web standards and accessibility.

Volkswagen Autoeuropa
Industrial Ergonomics Consultant
July 2003 - February 2004 (8 months)
Palmela, Setúbal, Portugal

Worked on a project for an ergonomic analysis of the paint line workstation where workers were complaining of stress and strain musculoskeletal disorders on lower limbs.

Ergolab
Researcher / Consultant
September 2002 - February 2004 (1 year 6 months)
Oeiras, Lisbon, Portugal

Ergonomics consultant on several areas of research. Performed usability analysis for multiple websites and was a usability consultant and beta tester for an educational videogame.

IconMedialab
Junior HCI Consultant
December 2002 - May 2003 (6 months)
Lisbon, Portugal

As a Human-Computer Interaction Consultant I developed a usability study about portuguese e-commerce websites. Also helped to create a succesful Intranet for the biggest private bank in Portugal.

Education

Faculdade de Motricidade Humana
Master's Degree, Ergonomics / Human Factors · (1998 - 2003)

User Focus / Udemy
Expert, User Experience · (2015 - 2016)

Evolucy, Madrid, Spain
Expert, Curso Intensivo de Usabilidad · (2005 - 2005)

Universidade Lusófona de Humanidades e Tecnologias
Biotechnological Engineering · (1997 - 1998)