

Gabriel Albo

Product Designer

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ABOUT

Experienced Product Designer with 18+ years of expertise in UX, service design, product strategy, and front-end development. Led design for global clients across industries, mentoring teams and shaping design practices. Strong background in workshop facilitation, interaction design, agile methodologies, service design and research, with a proven track record in mentoring and consultancy. Passionate about user-centered design, innovation, and cross-functional collaboration.

SKILLS

Product Design, Workshop facilitation, UI and UX Design, User Research, Agile Methodologies, Front-end Development, Product Vision and Strategy, Mentoring and Coaching.

DOMAIN KNOWLEDGE

Airlines, automotive, fashion retail, health, car rental, geomarketing, education, fidelity programs and rewards.

EXPERIENCE

Senior Product Designer

Zalando

May 2025 - Current, Berlin (Germany)

As part of the Personalization, Recommendations, Search and Browse (PRSB) team, contributed with the growth of the Zalando Assistant (ZA), an AI-powered, conversational chatbot that provides personalized fashion advice and product recommendations.

Worked specifically on features such as Outfit building, Search Results Integration and Streaming Experience, collaborating with Engineering, Product managers, Applied Scientist and fellow designers on creating solutions that have driven high customer value and business impact, significantly increasing customer engagement with ZA and helping surpass internal growth projections by a high margin.

Lead Experience Design Consultant

Thoughtworks Deutschland

May 2018 - Dec 2024, Berlin (Germany)

Lead design on several client projects from the discovery and inception phases until delivery, collaborating directly with client stakeholders, business and development team, often as part of the CLT (Client Leadership Team) but also as a hands on designer. Also mentored and coached colleagues on their growth journey.

Worked on industries such as automotive, health, car rental, education and retail. Performed Research, Workshop facilitation, Product Design and Strategy, Interaction Design, Business Analysis and front-end development.

Lead Design & Business Analysis Trainer for Thoughtworks University (TWU)

Thoughtworks Deutschland/Europe

Mar 2022 - Mar 2023, Berlin (Germany)

Spent one year as a full time trainer and mentor in an internal Thoughtworks program called Thoughtworks University, which consisted in training new hires (both graduates and career changers) on (UX) Design, Business Analysis and agile software development. This consisted on creating and presenting several classes on those subjects, guiding trainees on consultancy, providing individual mentorship and helping evolve the program.

Senior Experience Design Consultant

Thoughtworks Brasil

Dec 2009 - Apr 2018, Porto Alegre (Brazil), Santiago (Chile), San Francisco and Dallas (USA)

Joined Thoughtworks as a graduate and worked as a UX designer in several diverse projects for clients based in the USA, Brazil, Chile and Germany. Worked on industries such as retail, airlines, car rental, hospitality, geomarketing, health and others. Performed Research, Workshop facilitation, UX Design, Interaction Design and front-end development.

Also participated of a internal projects aimed at improving recruiting and other internal processes and did long term assignments to the USA and Chile, where I worked for local clients. By the end of this period, after having worked with the Germany branch of Thoughtworks, I was offered a transfer to Germany, which I took and continued my journey in Berlin.

UX Design Practice Lead for Thoughtworks Latin America

Thoughtworks Brasil

Jul 2014 - May 2018 - Porto Alegre (Brazil)

Organized and acted as representative for all Thoughtworks UX designers in Latin America, driving strategic growth initiatives, skill development, recruitment and collaboration with other regions. Along with the team, helped the practice grow from less than 10 UX designers to over 80, worked with demand on sales pitches to sell design work, gave talks, organized the UX recruitment process and kept in touch with design leaders from other regions (North America, Europe, Africa, Asia and Australia) both remotely and in person in face to face meetings in Europe, Asia and North America.

UI Designer and Front-end Developer

Quantiza Systems

Aug 2007 - Dec 2009 - Porto Alegre (Brazil)

Worked for internal clients in the manufacture industry performing tasks such as front-end web development (HTML, CSS and Javascript), UI design, content strategy and visual design for print, style guide creation, software development process documentation and implantation, system and business analysis and technical writing.

Academic Researcher

CNPq - Pibic - PUCRS

Sep 2006 - Aug 2007 - Porto Alegre (Brazil)

Scientific research project. Eclipse IDE collaborative UML modeling plug-in design and development.

EDUCATION

Bachelor in Information Systems

Pontifícia Universidade Católica - RS

2005 - 2010, Porto Alegre (Brazil)

Bachelor degree in Information Systems, which consisted of classes on computer science, programming, software development, human-computer interaction, visual design and business.

LANGUAGES

Portuguese (native), English (fluent), Spanish (professional), German (basic - A2).

HOBBIES & INTERESTS

Arts and design, technology, Generative AI, music (guitar and bass playing), philosophy, psychology, video gaming, dogs and football.

EXTRA

- I am very interested and thrive when working on agile teams with a sustainable work pace, inclusive attitude and a people first approach.
- I am very interested in Generative AI, how to incorporate it as a design tool but also how to design with it ethically without losing the human element.
- I have full work proficiency and can work in Portuguese, English and Spanish.
- My German language skills are in progress but not yet fluent for work proficiency
- I hold a permanent settlement visa in Germany and I'm allowed to work and travel freely.