

CLÁUDIO LOPES

claudiolopes.pt



My name is Cláudio and I'm an Outsystems Fullstack Developer with experience in UX/UI, currently based in Lisbon, Portugal.

Graduated in Computer Engineering in 2017 and in the process of finishing a Master's Degree in Multimedia. Designated by ISCTE as ISTA Top Talent in the 2018. I see myself as a collaborative, easy to work with and efficient co-worker, who can get along very well and work in teams. Always looking to learn and improve by absorbing knowledge from everyone I get along with. Discovered the world of User Experience in the later days of my Bachelor's Degree and since then I've been aiming to enter into this universe. Always enjoyed analysing the user and its interactions in every project I'm in. Even as a programmer I'm used to think in the user's experience since my early days as a developer and student. Currently employed as an Outsystems, Front-end focused, developer for CGI since March, 2019.

Education

- ISCTE-University Institute of Lisbon
 - Bachelor's Degree in Computer Engineering
2014-2017
 - Master's Degree in Multimedia Applied to Computer Engineering
2017-(to be completed)
 - Postgraduate in Multimedia Applied to Computer Engineering (2017-2018)
 - ISTA Top Talent 2018
Student of Merit in the Academic Year of 2017-18

Work

- CGI
 - Outsystems Consultant
March, 2019 - Present

Soft Skills

- Adaptability - 5th year as a Madeiran living in Lisbon;
- Leadership and teamwork - played football, aged 7 to 20;
- Communication;
- Motivation;
- Proactivity;
- Autonomy;
- Problem-Solving;

Communication Skills

- Portuguese (native) 
- English (C1) 
- Spanish (A2) 

Technical Skills

- Outsystems 
- HTML 
- CSS 
- JavaScript (react) 
- Java 
- Usability Testing 
- H-C Interaciton 
- Prototyping 
- Heuristic Evaluation 

Software

- Outsystems 
- Figma 
- Balsamiq 
- Eclipse 
- Pycharm 
- Office Tools 
- Solid Edge 
- Adobe PhotoShop 
- Adobe Ilustrator 
- GameMaker Studio 
- Blender 
- Unity 
- MagicaVoxel 
- Visual Studio Code 

Methodologies

- Agile Approach
- Nielsen's Heuristic Evaluation (Usability Inspection)

Projects



Personal

12/2019 - present

[claudiolopes.pt - My Personal Domain!](#)

HTML, CSS, JavaScript, React
Currently in development



CGI

08/2019 - present

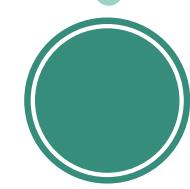
[Outsystems: EDPSU MerCom](#)

CGI, Lisbon
Communication and case management for contact center
Elitricity Market Prices Manager
Outsystems Service Studio, CSS, SQL

04/2019 - 08/2019

[Outsystems: EDPSU Collect](#)

CGI, Lisbon
Billing/payments manager
Elitricity Market Values Manager
Outsystems Service Studio, CSS, SQL



ISCTE-IUL

09/2018 - 12/2018

[Media Center Concept](#)

ISCTE-IUL, Lisbon
3D Moddeling and printing
Usability testing
User studying and targeting
Low-Fy approach
Solid Edge, Photoshop, Nielsen Heuristic, Adobe XD,

09/2018 - 12/2018

[Multi and Singleplayer Question Game](#)

ISCTE-IUL, Lisbon
Andoird
Java
Photosop
Adobe XD
Firebase

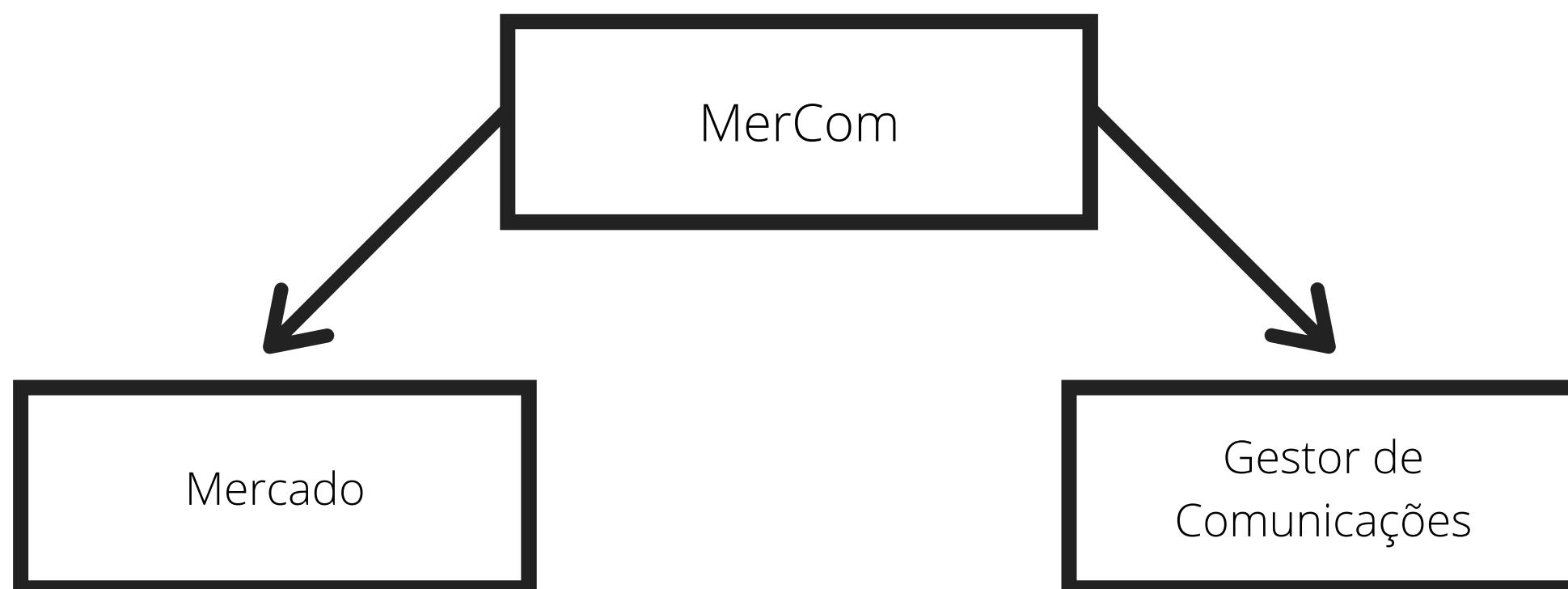
09/2017 - 12/2017

['Reddit-like' website](#)

ISCTE-IUL, Lisbon
HTML & CSS
Python
Balsamiq
JavaScript
Image, Video and/or text Posts, with accounts, comments and upvotes

Work Process

MerCom | Energias de Portugal Serviço Universal (EDPSU)
Outsystems | CGI
July, 2019 - Present
Full Stack | Front-End Focused



Project

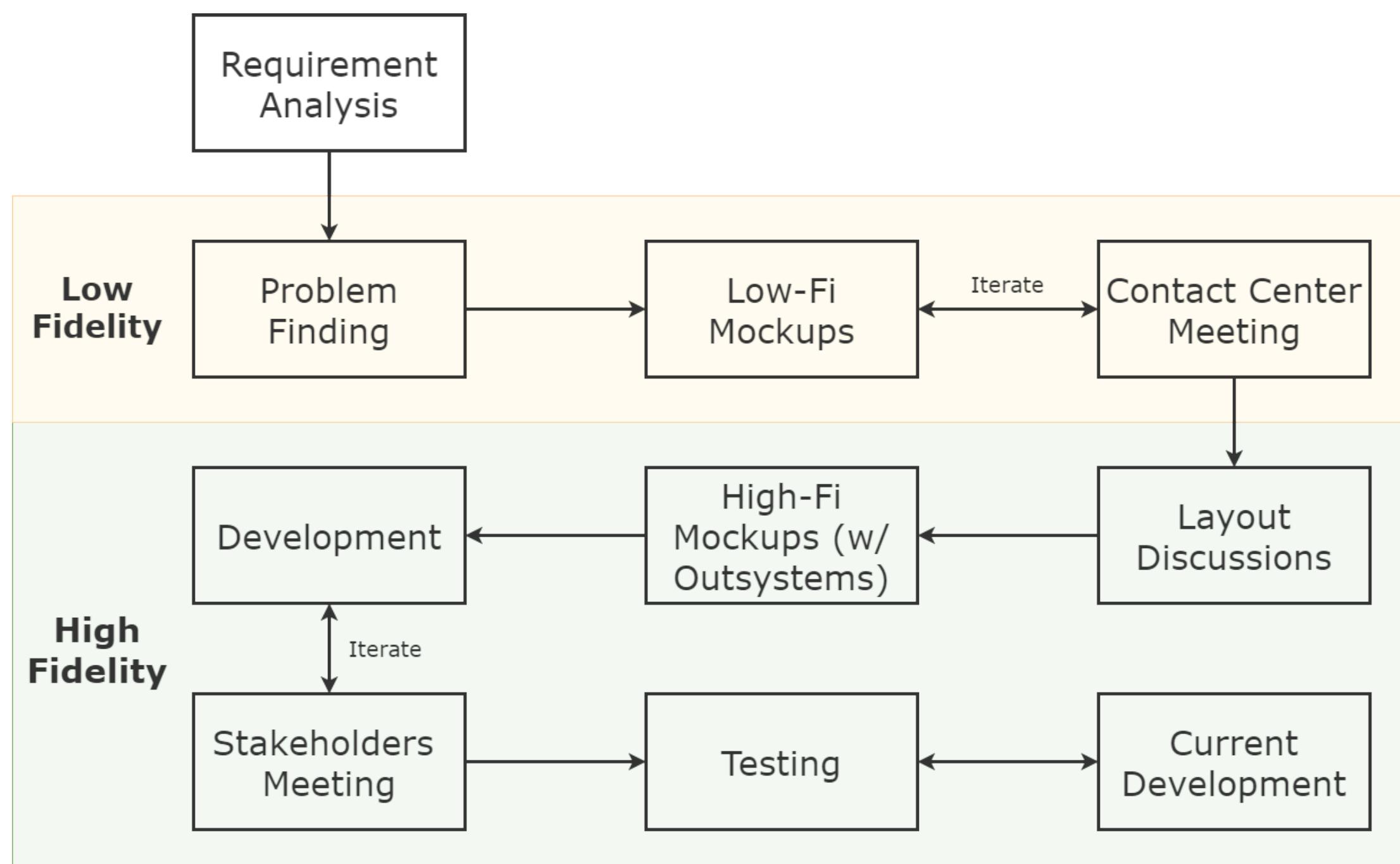
Gestor de Comunicações

- Current case management tools used by EDPSU's contact center consists in handling multiple mail boxes;
- Solution to:
 - Centralize Information
 - Facilitating the daily job of contact center teams
 - Final customers see their cases solved in amuch faster and smother way

Mercado

- Current software used for managing electricity market prices and its transactions
- Used in a legacy version of Outsystems
- Solution to:
 - Satisfy the urgent need of upgrade
 - Simplify the logging, management and statistics of prices while simplfying the whole process
 - Merging with Gestor de Comunicações in therms of layout and experience

Technical Process



- Requirement Analysis
 - Meeting with development Team, EDPSU Product Owner and other stakeholders
 - As-is implementation study
 - Problem finding
 - Finding problems with the current implementation
- Low Fidelity
 - Hand-written and Balsamiq mockups for first proposals of screens

The image displays two wireframe prototypes of user interfaces:

- Left Prototype (MerCom):** A form for creating a new contact. It includes fields for 'Nome' (Name), 'Telefone' (Phone), 'E-mail' (Email), and 'Morada' (Address). There are buttons for 'Assunto' (Subject), 'Anexos' (Attachments), and 'Descrição' (Description). A 'carregar' (Load) button is located next to the attachments field. Action buttons at the bottom include 'Cancelar' (Cancel), 'Criar' (Create), and 'Criar e Avançar' (Create and Continue).
- Right Prototype (Mercado):** A search interface for purchase orders. It features a search bar with dropdowns for 'Pesquisa' (Search), 'Lista Entidades' (Entity List), and 'Contratos Bilaterais' (Bilateral Contracts). Below the search bar are fields for 'Periodo de Validade' (Valid Period) and 'Número Pedido Compra' (Purchase Order Number). A table lists 10 purchase orders with columns for 'Nº Pedido Compra' (Order Number), 'Periodo de Validade' (Valid Period), 'Entidade' (Entity), 'Total' (Total), and 'Estado' (Status). The table shows entries for various entities like PELDSD, BBB, PPP, and Entidade Tal.

- New meeting for proposal discussion and new problem and requirement finding
- Successive iterations of screens
 - As many iterations as possible/needed before proceeding to high-fidelity mockups

- High-Fidelity
 - Internally discuss the layout and features
 - High Fidelity mockups using Outsystems Service Studio

The image contains two screenshots of the Outsystems Service Studio interface.

Pedidos Compra Screen:

- Header:** Mercado, Carlos Ramos.
- Toolbar:** Documentos, Simulações, Consultas, Relatórios, SCIRF, Informação de Gestão, BackOffice, Administração.
- Search Bar:** Pesquisar por número Pedido de Compra.
- Filters:** Tipo Fatura Entidade (Todos), Período de Validez (YYYY-MM-DD Até YYYY-MM-DD), Entidade (Todos), Estado Pedido Compra.
- Data Table:**

Nº PEDIDO COMPRA	PERÍODO DE VALIDADE	ITEMS	VALOR ITEM	ESTADO	DATA DE CRIAÇÃO	CRIADO POR	TOTAL
Sem Número	2017-01-23 até 2017-01-23	Serviço Gestão Aquisição Energia	274.199,58	Estimado	2020-01-15 12:04:38	-	274.199,58
Sem Número	2017-03-10 até 2017-03-31	Compras a sujetos establecidos en otro estado de la Unión Europea	4.000,67	Estimado	2020-01-15 12:04:39	-	14.001,65
- Pagination:** 1 to 12 of 1183 records.

Criar Caso Screen:

- Header:** Gestão de Comunicações, Carlos Ramos.
- Toolbar:** Início, Criar Caso, Consultas, Relatórios, Backoffice, Administração.
- Form Fields:**
 - Dados do Remetente:** Nome, Telefone, E-mail, Morada, Tipo de Cliente (Indefinido).
 - Dados do Caso:** Data de Contacto (2020-01-15 14:47:35), Canal de Entrada (-), Meio de Comunicação (-), Prioridade (Não Atribuída), Destinatário, Assunto.
- Buttons:** Criar, Criar e Avançar, Limpar, Cancelar.

- Successive iterations and meetings with stakeholders
- Currently in development

Techinal Component

Software

- Outsystems Service Studio
- Balsamiq
- Excel

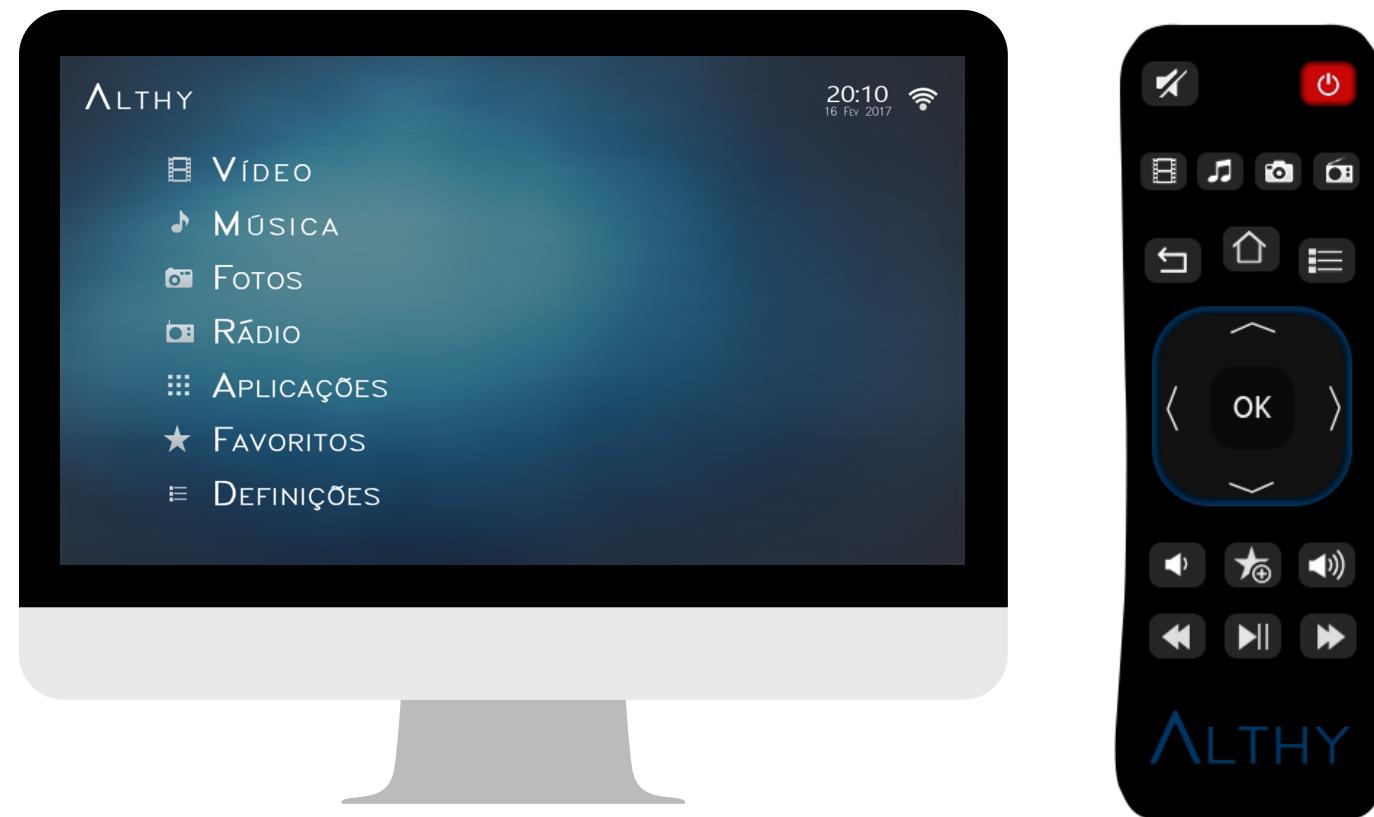
Project Characteristics

- Agile Aproach
- 7-12 elements development team
- No dedicated UX/UI Designers

Media Center Concept | ISCTE - Instituto Universitário de Lisboa

09/2018 - 12/2018

Designing | Modeling | Facilitating



Project

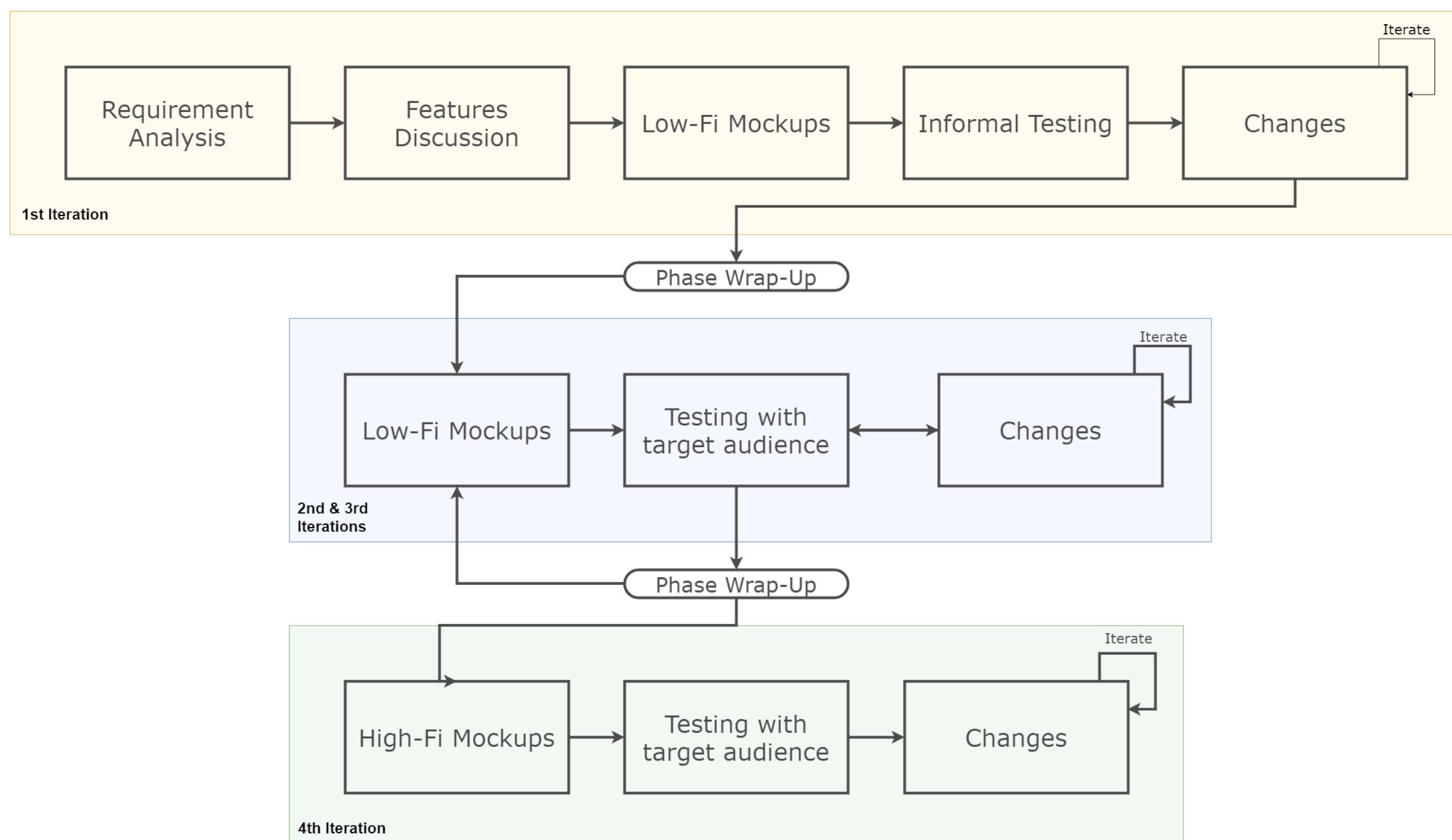
Problem

- Media Center and 3D printed remote controller
- Gathering testers
- 12 week timeframe
 - 4 main iterations, 3 weeks each

Requirements

- Target Audience
 - "7 to 77 years old"
 - Easy to use/handle
 - Casual user

Process



- First phase
 - Gathering requirements
 - Team meeting to discuss the features to be implemented
 - First media center hand-written mock-ups
 - Definition of target audience and focus groups
 - 5 testers of each age group per phase (100 testers total)

Grupo	Faixa
Criança	[7, 12]
Adolescente	[13,18]
Jovem Adulto	[19,30]
Adulto	[31,57]
Sénior	[58, 77]

- Informal Testing
 - Informal tests for validation not considered in final statistics
 - Media Center design and remote controller mockup
 - Nielsen Heuristic evaluation and validation (present throughout the project)
- Second and Third Phases
 - New iterations of screens and controller
 - Formal and video-recorded anonymous testing

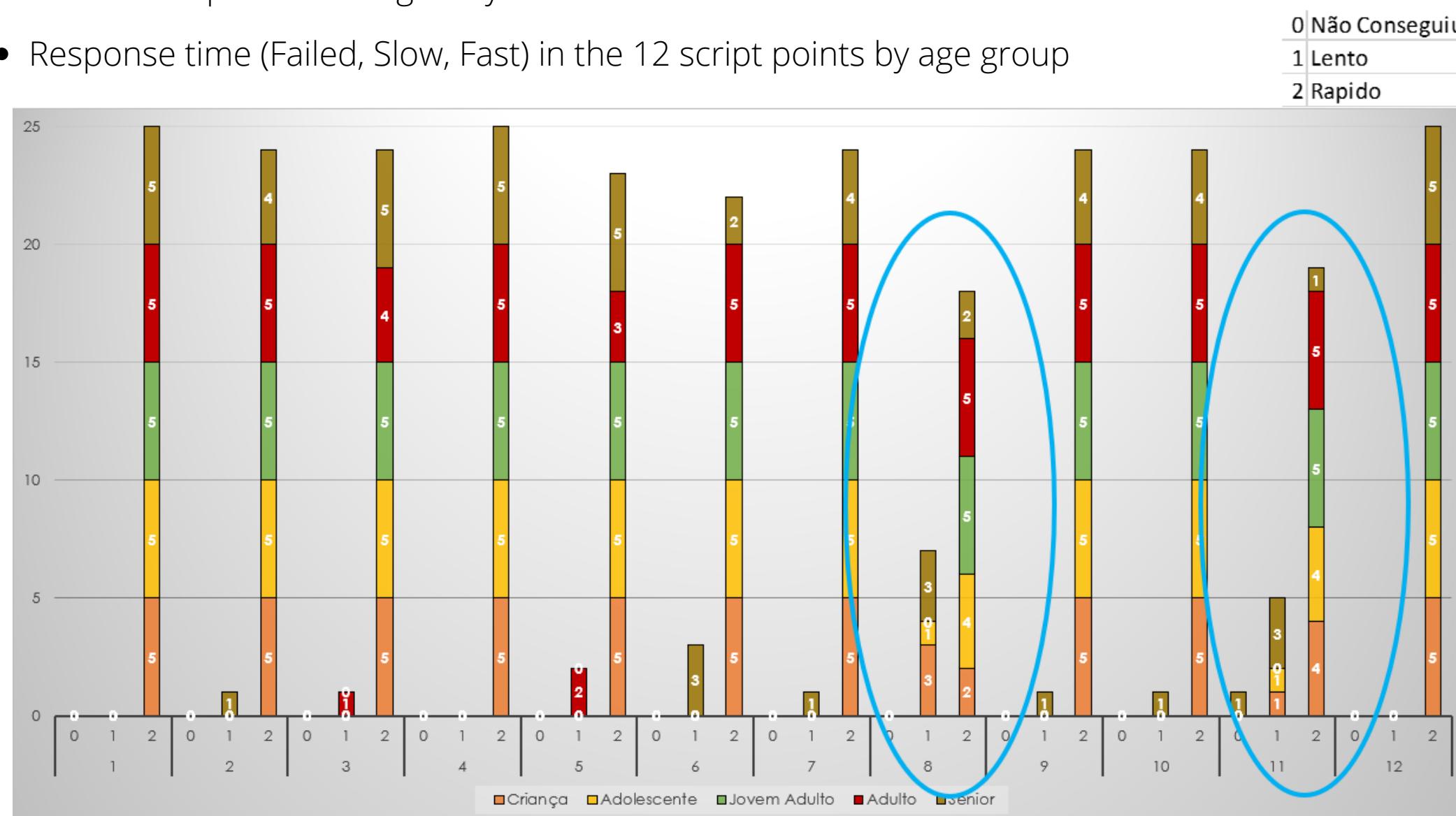


- Iterate and make adjustments
 - Multiple interactions to minimize error and over-commitment with solution

- Fourth Phase
 - High-Fidelity screens
 - Final testing and adjustments
 - Progress analysis
 - Progression of the controller in the four phases: Card Board, Plastic, 3D printed version 1 and 2



- One of the script and testing analysis made
 - Response time (Failed, Slow, Fast) in the 12 script points by age group



Techinal Component

Software

- Paper/Pencil
- Photoshop CS6
- Microsoft Excel and PowerPoint
- Solid Edge (3D Modeling)

Project Characteristics

- 6 elements development team
- 12 Week timeframe
- Intro to usability testing and UX

My Roles

- Screen Designer
- Script writer
- 3D modeler
- Test Facilitator
- Phase wrap-up (retrospective review) presenter

Contacts

-  Born in March 18th, 1995 in Funchal, Madeira
-  Residing in Avenidas Novas, Lisboa
-  cjclcjl@gmail.com
-  961962486
-  github.com/cjcls-isctept
-  linkedin.com/in/lopes-claudio
-  claudiolopes.pt