

# CLÁUDIO LOPES



My name is Cláudio and I'm an Outsystems Fullstack Developer getting into the UX/UI environment, 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 
- Java 
- Usability Testing 
- H-C Interaciton 
- Prototyping 
- Heuristic Evaluation 

## Software

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

## Methodologies

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

# Projects

## Outsystems: EDPSU MerCom

CGI, Lisbon

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

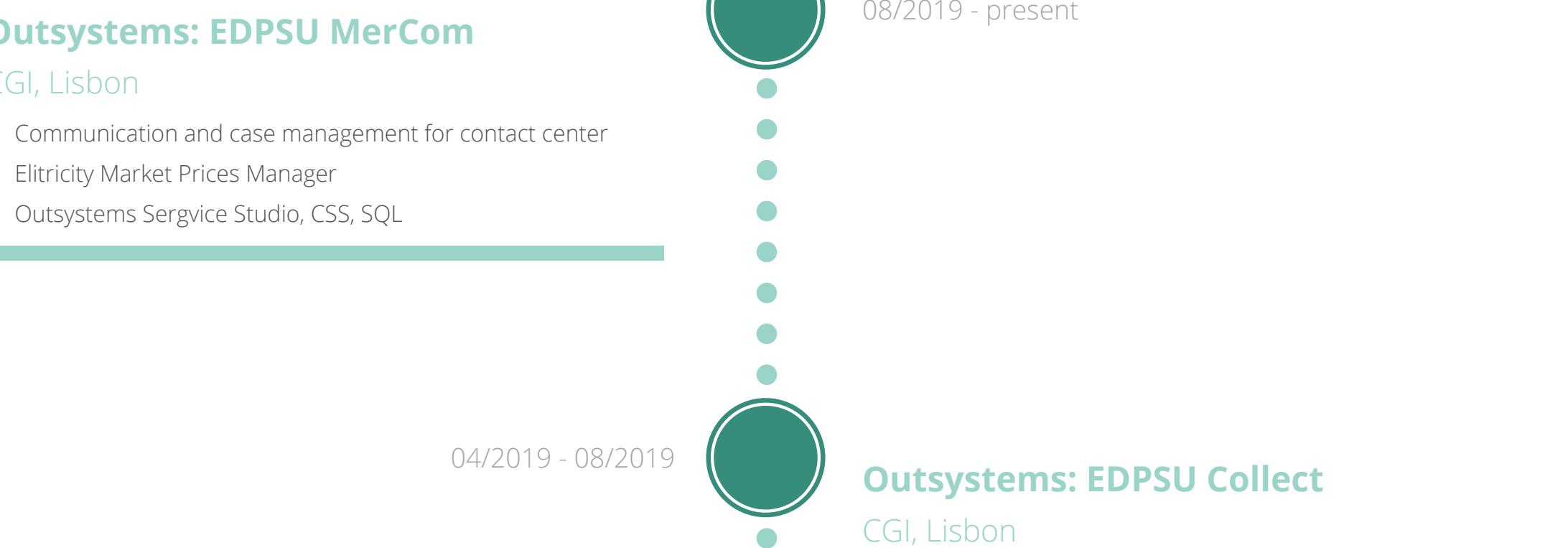
08/2019 - present

## Media Center Concept

ISCTE-IUL, Lisbon

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

09/2018 - 12/2018



## Outsystems: EDPSU Collect

CGI, Lisbon

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

08/2019 - present

09/2018 - 12/2018

## Multi and Singleplayer Question Game

ISCTE-IUL, Lisbon

Andoird  
Java  
Photosop  
Adobe XD  
Firebase

## 'Reddit-like' website

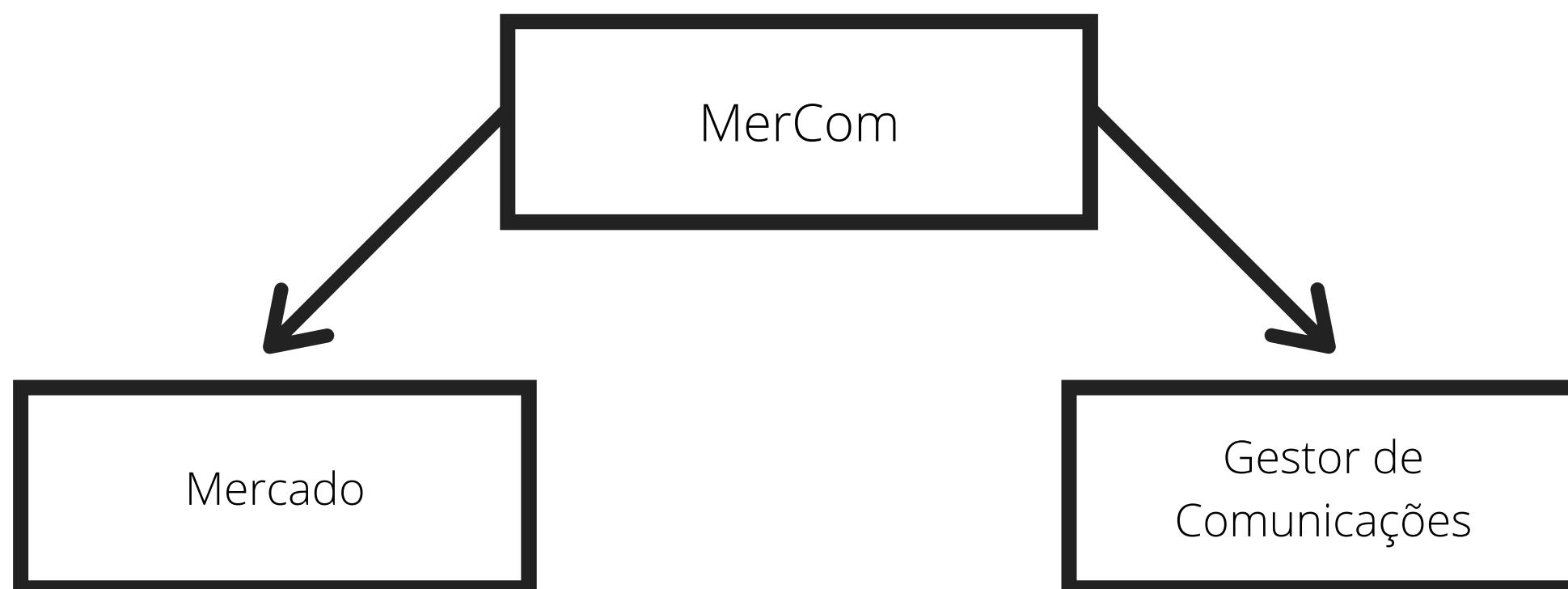
ISCTE-IUL, Lisbon

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

09/2017 - 12/2017

# Work Process

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



## Project

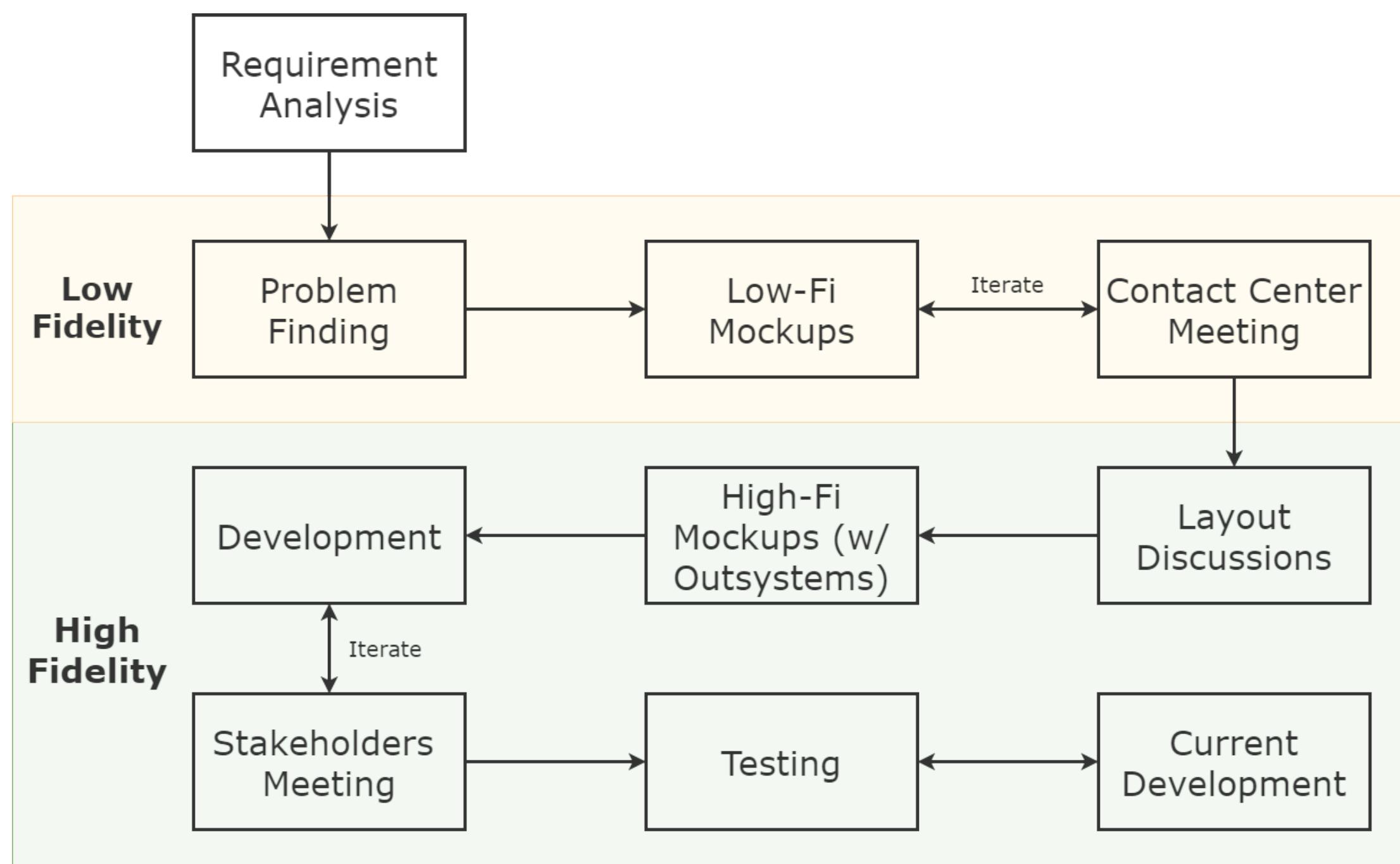
### Gestor de Comunicações

- 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

Nº Pedido Compra	Periodo de Validade	Entidade	Total	Estado
45767	10/12/2020	PELDSD		ativo
5647	10/1/2020	BBB		inativo
23423	10/2/2020	PPP		ativo
444234 Libertyf	10/12/2020	Entidade Tal		ativo
12312132	19/12/2019	AAB		ativo

- 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.
- Search Bar:** Pesquisar por número Pedido de Compra.
- Filters:**
  - Tipo Fatura Entidade: (Todos)
  - Entidade: (Todos)
  - Período de Validez: Até YYYY-MM-DD
  - Estado Pedido Compra: (Todos)
- 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.
- 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

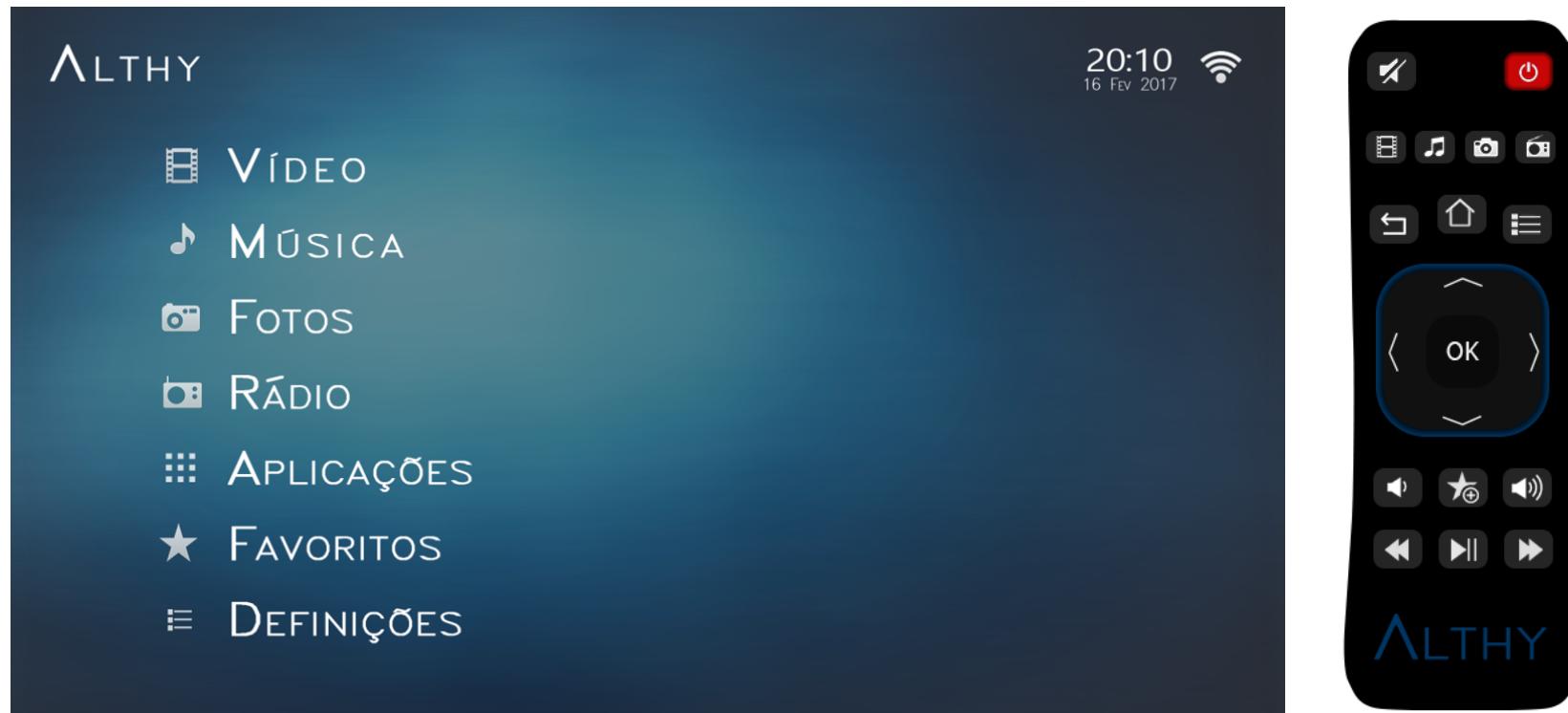
### Project Characteristics

- Agile Approach
- 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

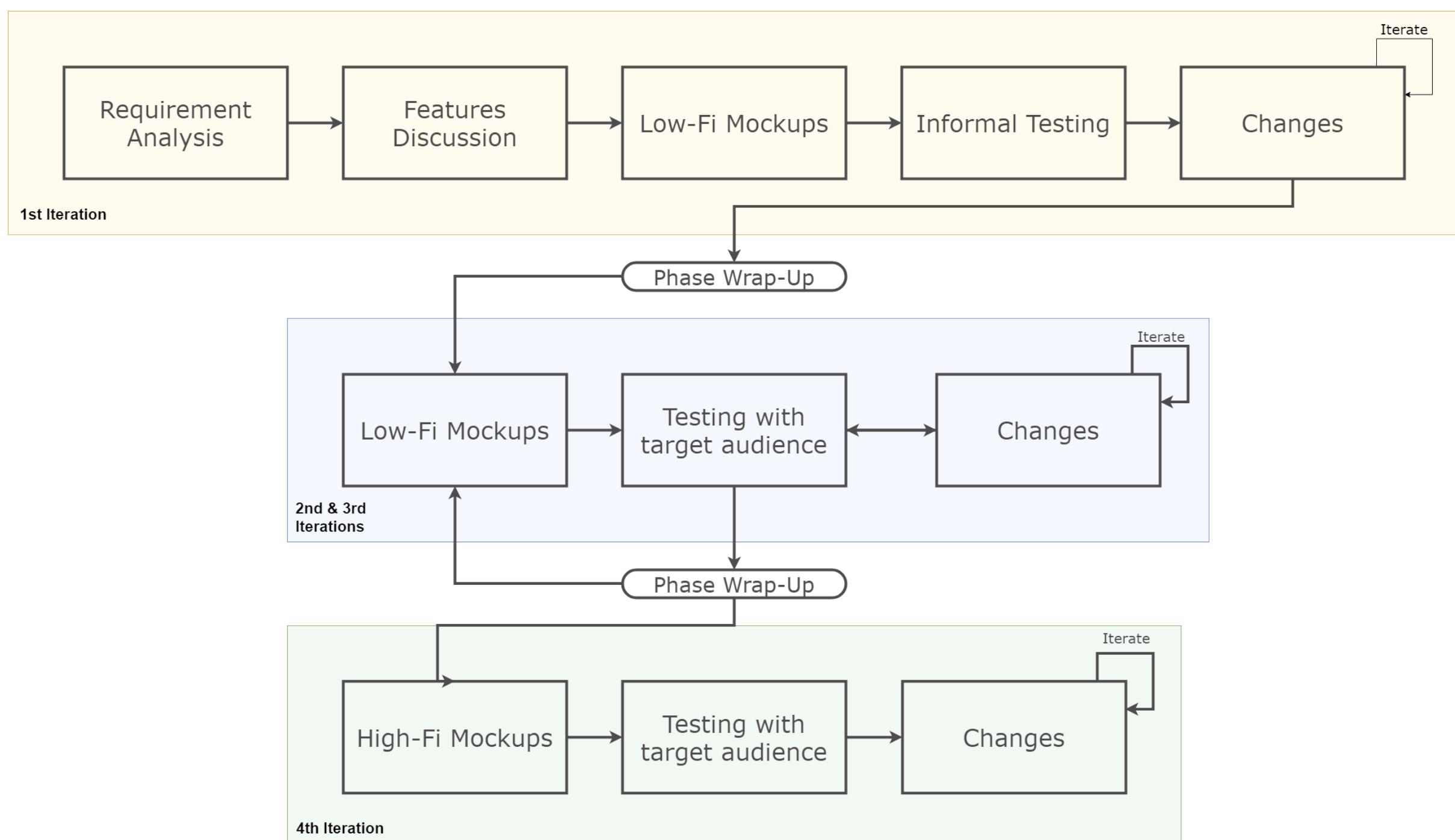
### Problem

- 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

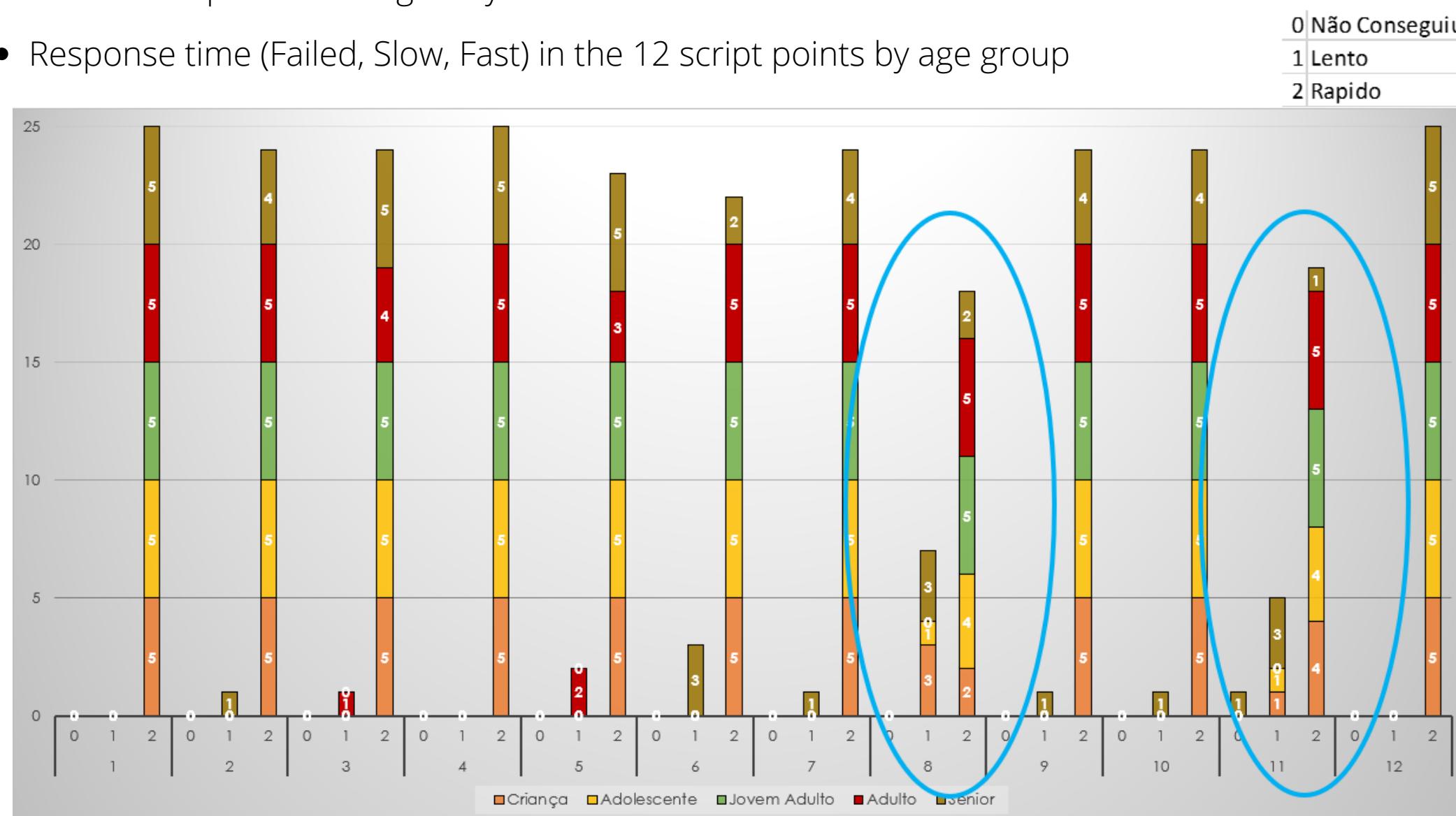


- Iterate and make adjustments
  - Multiple interactions to minimize error and over-commitment with solution

- 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
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