

PEDRO M.C. FERNANDES

A product designer née
portfolio walkthrough



FAST TURNOVER DESIGN

Smartidiom

SMARTIDIOM

- Linguistic services
- Core team of about 15 professionals
- Vast network of linguistic freelancers
- Customers like Apple, Samsung, Netflix, and more



TEAM

- 1 manager
- 2 back-end developers
- 1 designer/front-end developer
- Freedom to create



OBJECTIVE

To create an ecosystem of web apps that reduces time to delivery, and elevates the quality of linguistic services

The image displays four distinct web application interfaces arranged in a grid, connected by large, light-gray curved arrows forming a circular flow:

- Top Right:** A screenshot of the Plus'n'Go Translation service. It shows a 'Translation' tab selected, with sub-options for Languages, Style, Content, and Options. A text input field contains placeholder Latin text. To the right is an 'Order Summary' table detailing the job requirements: 11 content pieces, 6 destination languages, Standard expertise, Informal - Blog style, and an estimated price of \$78.27.
- Bottom Right:** A screenshot of a job listing page from smartidiom JOBS. The headline reads 'Be our everyday Hero'. It features a photograph of several people working at desks, a search bar for 'Search Job Ads...', and three featured job cards: 'Digital Copywriter' (urgent), 'Translator Portuguese — Danish' (new), and 'Translator English (UK and US) — Dutch (Belgium)' (new).
- Bottom Left:** A screenshot of a supplier management dashboard. It includes a 'TIMECARD' section showing work logs for two breaks, a 'Tasks' section with notifications about deadlines and unfinished tasks, an 'Invoices' section with notifications about invalid invoices, and a 'RECENT NOTIFICATIONS' section listing various system updates and account alerts. A 'CALENDAR FOR OCTOBER 2018' is also present.
- Top Left:** A screenshot of a web-based calendar or task management tool. It shows a monthly calendar for October 2018 with specific dates highlighted in green, blue, and red. Each date has a corresponding notification icon above it, indicating pending tasks or events. The top of the screen shows a header with 'SUPPLIERS' and other navigation links like 'Dashboard', 'Tasks', 'Calendar', and 'Invoices'.

PROBLEMS

- Dense bureaucracy • Too many emails • Too many platforms
- Development team of four • Inexperience • 2-year deadline • Tight budget



DESIGN OWNERSHIP

1. Audit the existing work processes
2. Research competitors' platforms
3. Brainstorm and design a vision
4. Interlink ecosystem and define IA
5. Define usability flows and design key views
6. Testing and validation
7. Develop and upkeep FE components
8. Document and manage styles and components



FRONT-END WALKTHROUGH

 SUPPLIERS [Dashboard](#) [Tasks](#) [Calendar](#) [Invoices](#)

11:36pm Tuesday, October 2 + Tokyo ⏲
Wed, 7:36am UTC+8 Hong Kong ⏲
Wed, 2:36am UTC+3 New York ⏲
Tue, 5:36pm UTC-5


TIMECARD
⏸️ Pause ⌚ End Workday
Clock-in Break 1
8:32am 9:44am-9:59am
Break 2
2:44pm-3:34pm
👁️ Full Log


Tasks 
⚠ Some deadlines are coming up. Make sure they're on the right track. [View](#)
ℹ There are unfinished Tasks. Don't forget about them. [View](#)
ℹ We offered you new Tasks. Let us know your availability. [View](#)
👁️ Tasks list 📝 Create Assignment


Invoices 
⚠ There are invalid Invoices. Please correct their information. [View](#)
ℹ Some of your invoices were paid. Check if everything is right. [View](#)
👁️ Invoices list >Create Invoice


RECENT NOTIFICATIONS
⚠ Task T082712 was offered to you. Action is required. [View](#)
✅ Assignment A901872 was successfully closed by the Responsible. [View](#)
ℹ We're upgrading our database to improve system speed and stability.


CALENDAR FOR OCTOBER 2018

SUN	MON	TUE	WED	THU	FRI	SAT
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20

VALUE FOR SMARTIDIOM

- Brand, marketing and visual design
- Research data and insights
- Open and collaborative design
- Front-end contributions
- Slayout design system, ready-to-use, ready-to-scale UI content and components



INNOVATION FACTORY & 4X POWER-UPS

TUI Group

TUI GROUP

- Traveling and vacations: flights, facilities, amenities, and other services
- Cruise ships, airlines, resorts, hotels, touristic experiences, and more
- About 70k colleagues
- Customers like couples, families with kids, tours, and more

The screenshot shows the TUI travel website's destination search interface. At the top, there are links for 'TUI', 'Home', and 'Destinations', along with a 'Help' link and a UK flag icon. Below this is a row of four featured destinations: Venice, Santorini, Dubrovnik, and Moscow, each with a small image and the city name. Underneath is a search bar with placeholder text 'Find more destinations by searching:' and fields for 'Search a destination or place...', date range '28/10 - 29/10', guests '2 guests', and a red 'Search →' button. To the right of the search bar are 'Featured destinations' cards for Bali (Explorative, Tropical, Spiritual), Bora Bora (Paradise, Beach, Island), New Orleans (Food, Celebration, Musical), Maldives (Sunny, Romantic, Tropical), Kerry (Pastoral, Peaceful, Cozy), Marrakesh (Artistic, Religious, Shopping), and Paris (Romantic, Food, Shopping). At the bottom, there is a section titled 'Frugal destinations' with a descriptive paragraph and a horizontal scrollable grid of images for destinations like Rome, Bali, Angkor Wat, Machu Picchu, and the Eiffel Tower.

TEAM

- 3 managers
- 2 data/SEO pros
- 4 developers
- 2 designers
- External development partnerships
- Freedom to innovate



OBJECTIVES

Create modern, clear, out-of-the-box but effective, for shopping and operations, web apps for flights, accommodations, and experiences

The screenshot shows a flight search results page. At the top, there are date inputs for departure (Tuesday, June 15) and return (Tuesday, June 22), and a search button. Below this, a chart shows flight prices for various dates in June and July. The results table lists three flight options:

Airline	Flight Number	Departure	Arrival	Duration	Price
TUI	6:20	LCY	8:35	1h 15m	114.22 €
TUI	18:30	CDG	19:45	1h 15m	114.22 €
AIRFRANCE	6:20	LGW	8:35	1h 15m	114.22 €
BRITISH AIRWAYS	18:15	CDG	20:45	2h 30m	114.22 €

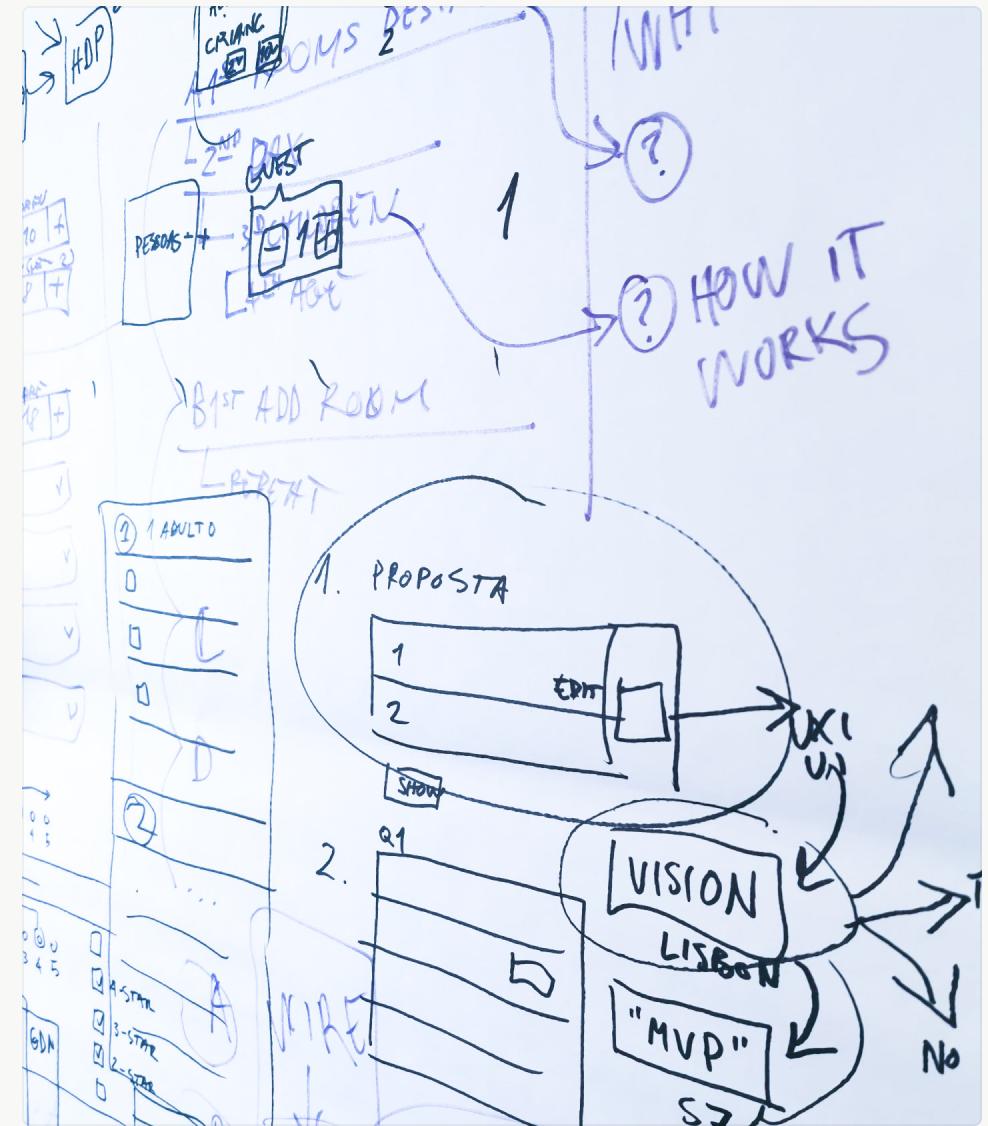
Each row includes a "Select" button to choose the flight.

The screenshot shows a travel accommodation search interface. At the top, there are links for Fly, Stay, Drive, Enjoy, Help, and Log in. A large banner features a man in a pool with the text "Think of a nice place to stay...". To the right is a search form for properties worldwide, including fields for destination, dates (28/10 - 29/10), guests (2 guests), and a search button. Below the banner are three promotional sections: "Best hotels", "Fantastic offers", and "For you".

The screenshot shows a travel activities search interface for the Louvre Museum. At the top, there are links for Fly, Stay, Drive, Enjoy, Help, and Log in. A large image of the Louvre Pyramid is shown with the text "Louvre Museum". Below it is a summary: "In August 1911, Leonardo's masterpiece The Mona Lisa was stolen from the Louvre and was missing for two years. The criminal was Vincenzo Peruggia, a...". There is a "Read more" link. At the bottom, there are sections for "Activities around Louvre Museum", "Skip-the-line tickets for the Louvre Museum", and "Louvre Museum fast and audio guide".

PROBLEMS

- Poor reputation in the target markets
 - Legacy development processes
 - Legacy data lakes with inconsistencies
 - Acute company segregation
 - Political disputes and *espionage*
 - COVID-19



DESIGN OWNERSHIP

1. Research with experts and customers
2. Benchmarking and synthesis into insights
3. Brainstorm and design a vision(s)
4. Define usability flows and design key views
5. Testing and validation
6. Document and manage styles and components
7. Design, set up and code experiments
8. Advocate innovation processes within TUI
9. Manage and promote the design system

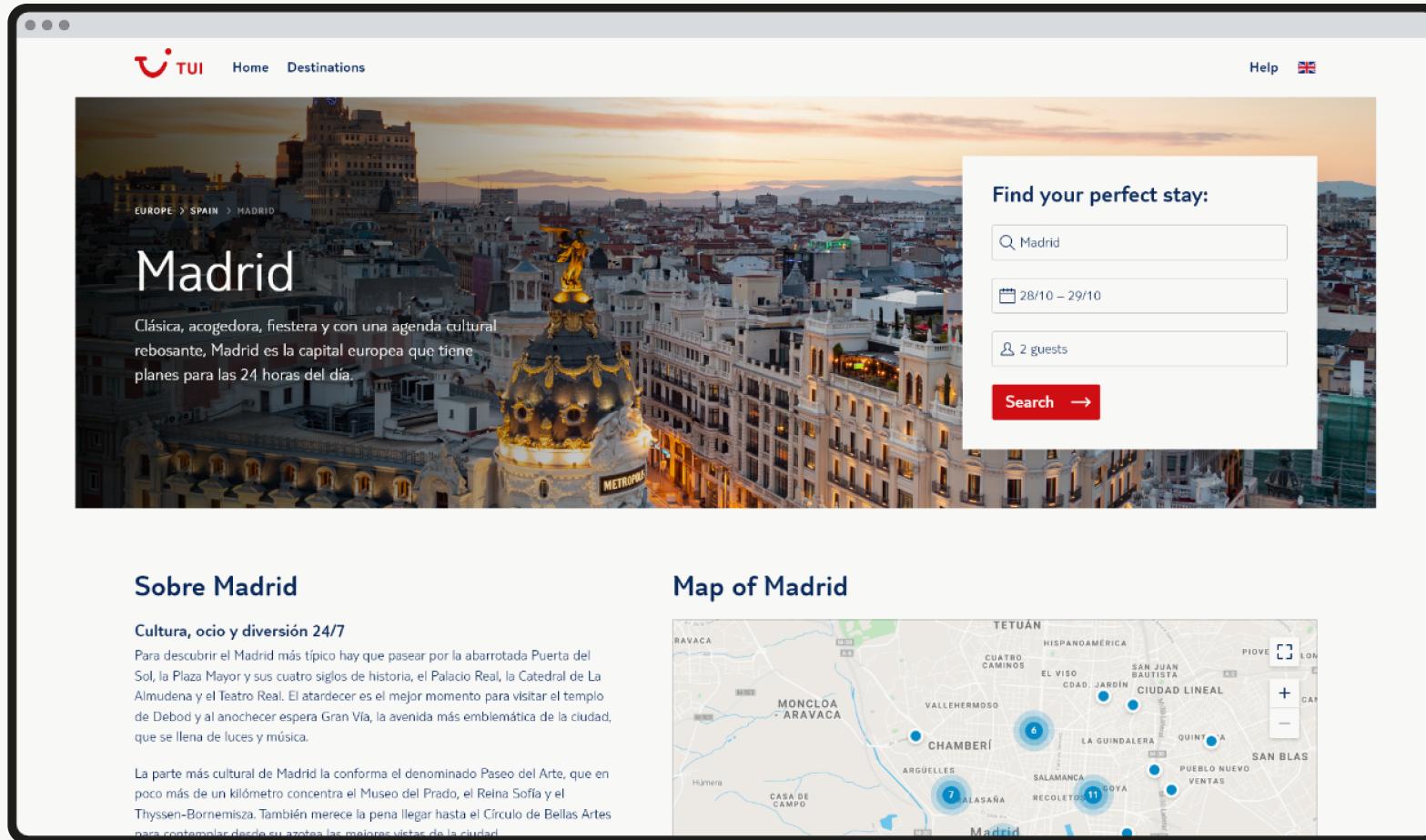


SELL THE SERVICES

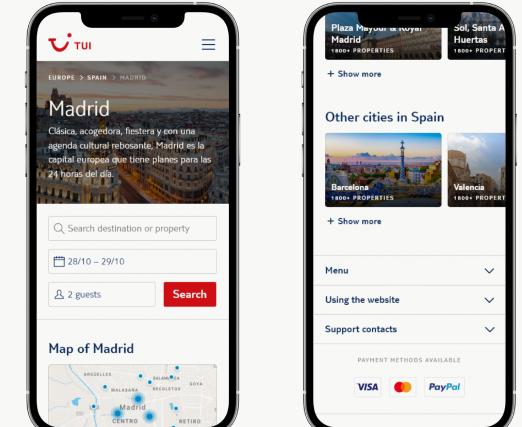
Complete e-commerce with self-checkout and account management



GUIDE TRAVELERS



The screenshot shows the TUI Travel website's destination page for Madrid. The header features the TUI logo and navigation links for Home and Destinations. A large banner image of the Madrid skyline at sunset is displayed. Below the banner, the word "Madrid" is prominently shown. A descriptive text block states: "Clásica, acogedora, fiestera y con una agenda cultural rebosante, Madrid es la capital europea que tiene planes para las 24 horas del día." To the right, a search form titled "Find your perfect stay:" allows users to enter a destination (Madrid), travel dates (28/10 - 29/10), and guests (2 guests), followed by a "Search" button. At the bottom left, a section titled "Sobre Madrid" contains a heading "Cultura, ocio y diversión 24/7" and a paragraph describing Madrid's typical sights like the Puerta del Sol and Teatro Real. To the right, a map of Madrid shows various neighborhoods and landmarks.



The screenshot shows the TUI Travel mobile application interface for Madrid. The top navigation bar includes the TUI logo and a search bar. The main content area displays a brief description of Madrid as a "clásica, acogedora, fiestera" city with a "reboseante agenda cultural". Below this is a search bar for destination and dates, a guest selection, and a "Search" button. A "Map of Madrid" section shows the city's layout with neighborhood labels like Centro, Salamanca, and Chamberí. On the right side, there are sections for "Other cities in Spain" (Barcelona and Valencia) and payment method options (VISA, MasterCard, PayPal).



The screenshot shows the TUI Travel mobile application interface for exploring Spain. The top navigation bar includes the TUI logo and a search bar. The main content area displays a heading "Explore Spain" with a "ORDER BY MOST POPULAR" dropdown. It features a thumbnail for the "Madrid region" with a "Open page" button and a "View cities here" link. Another thumbnail for "Paris" is also visible. On the right side, there is a map of Europe with pins indicating travel destinations.

MANAGE MARKETS

The screenshot shows the 'Setup a new market' interface under 'Base configuration'. It includes fields for 'Market name' and 'Select country', both with descriptive placeholder text. Below these are sections for 'Languages available' and 'Currencies available', each with a '+ Add language' or '+ Add currency' button. A navigation bar at the top lists: Base configuration > Peakwork configuration > Payments > Customer care > Global content > Pages > Additional products > Integrations. At the bottom are buttons for 'Abort setup and lose changes' and 'Next: Peakwork configuration →'.

The screenshot shows the 'Privacy policies' section for the 'Spain' environment. The left sidebar lists environments, configuration, site-wide content, and various settings like 'Privacy policies' (which is selected), 'Terms & Conditions', 'Page settings', 'Additional products', and 'Integrations'. The main content area displays a 'Page title' field containing 'Privacidad', a 'Page description' field with the text 'La presente Política de Privacidad tiene por objeto dar...', and a rich-text editor for 'Page content' with a heading 'Política de privacidad y co...' and a sub-section 'Objeto'.

DISTRIBUTION

DISTRIBUTE

Search a term or a function

Martin

Availability

Property: Valverde Lisboa | Room type: Double Room with River View

SUN	MON	TUE	WED	THU	FRI	SAT
Jul 28	Jul 29	Jul 30	Jul 31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
17	17	17	17	17	17	17
17	17	17	17	17	17	17
17	17	17	17	17	17	17

Our prediction network shows that you can increase this price to between 130-150 €.

9 slots selected

From: August 8 To: August 16

This room type is available for bookings? YES

Amount available: 5 rooms | Price per room: 120,00 €

Minimum stay: 1 night | Minimum advance: 0

Cancel **Save changes**

Powered by 

DISTRIBUTE

Search a term or a function

Your channels

TUI Website ACTIVE Lodging reservation website. **Manage**

TUI Mobile Lodging reservation app for iOS. **Manage**

TUI Operator INACTIVE **Activate**

TUI Affiliates **Activate**

Add new channels

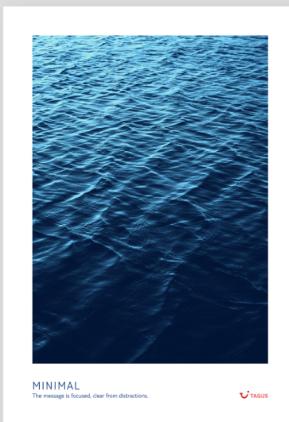
Drive more bookings to your business by adding your properties to more markets.

Booking.com Lodging reservation website and native mobile apps. **Install**

airbnb Lodging reservation website and native mobile apps. **Install**

Powered by 

TAGUS DESIGN SYSTEM



The screenshot shows a website for 'TAGUS' with a navigation bar for 'About & Resources', 'Foundations', 'Components', and a search bar. The main content area is titled 'COMPONENTS' and 'Business Pickers'. It includes a description of the 'Guests Picker' component, which is a 'popup style component that displays advanced functionality on specific business inputs, like guests information, flight passengers, amounts of tickets, and others.' Below this is a 'Guests Picker' interface with fields for 'Adults' (set to 2) and 'Children' (set to 6). At the bottom, there is a section titled 'Desktop' with a note about considering an artboard for development.

HOLIE

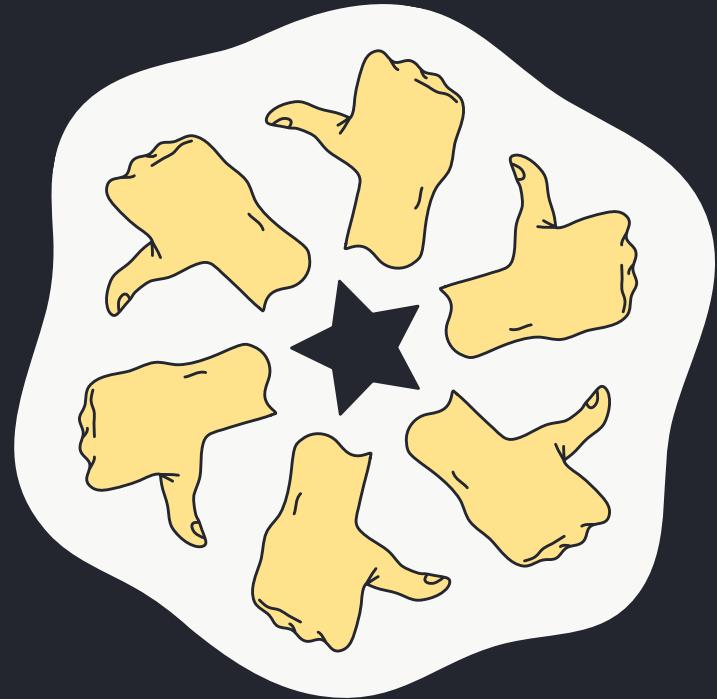
Objective: Pair people's traveling preferences with the broad services offering of TUI Group.

Pitch: A person submits their traveling preferences to *auto-magically* generate a complete, ready-to-book, pay-and-be-there travel package in a few minutes.



VALUE FOR TUI GROUP

- Research data and insights
- A fun and playful collaborative design process
- Revamp of 5 markets
- 100k web pages for 175 destinations
- ~4x boost in traffic and revenue
- Tagus design system, ready-to-scale interface designs and guidelines
- Cross-regional sharing of processes, documentation and results
- Mentorship and onboarding of new colleagues





THANK YOU

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