

# PEDRO M.C. FERNANDES

A product designer née  
portfolio walkthrough

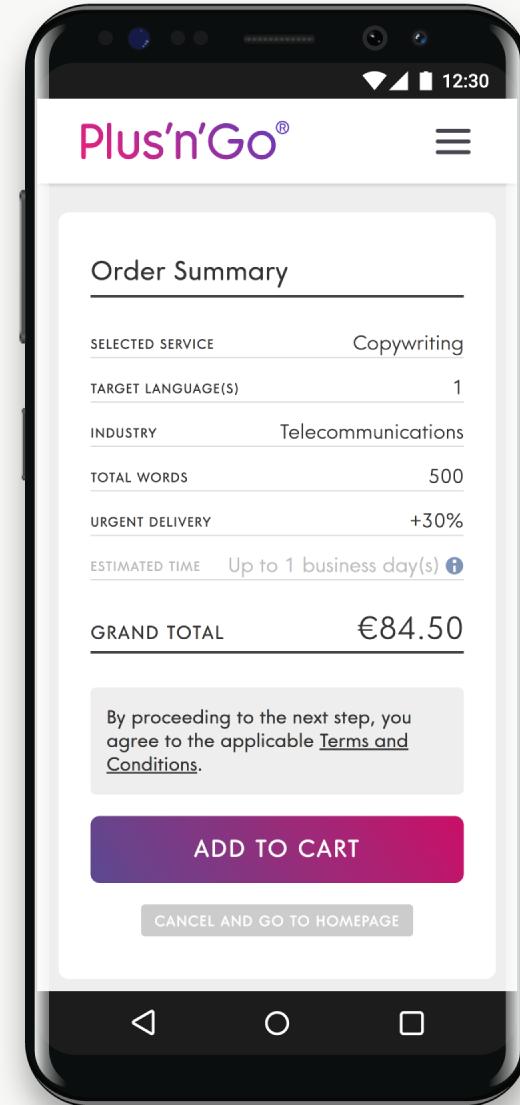


# **FAST TURNOVER DESIGN**

Smartidiom

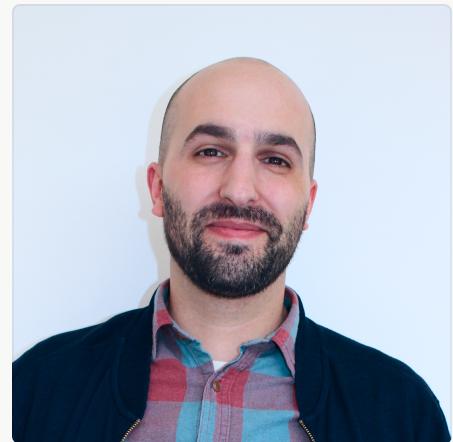
# SMARTIDIOM

- 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

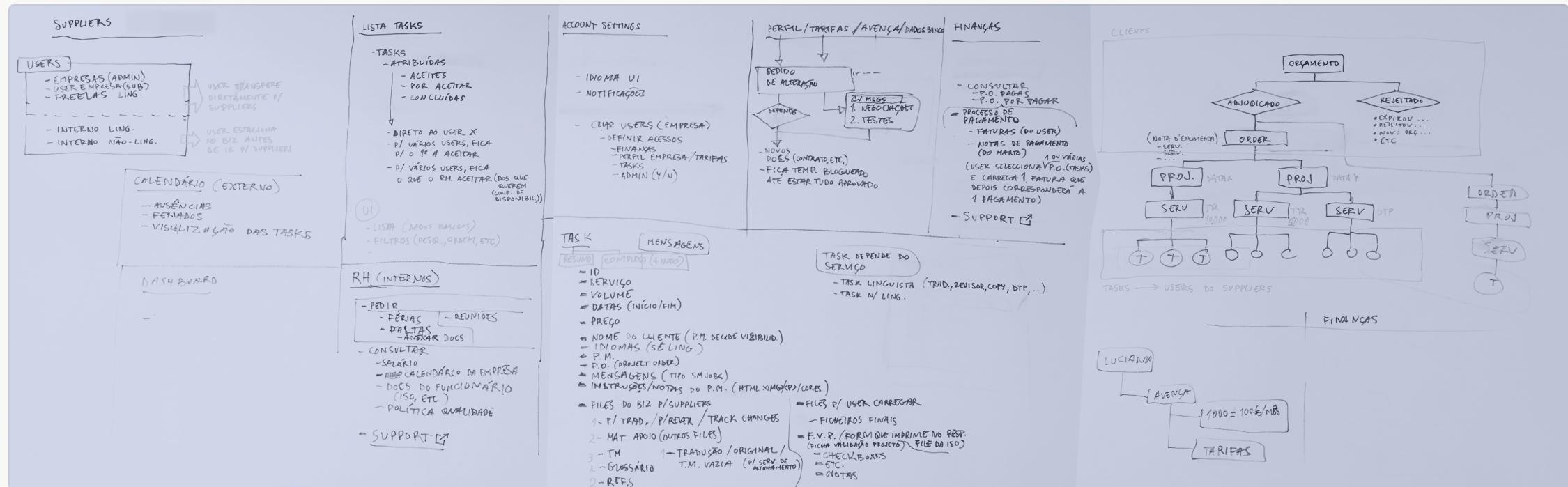
To create an ecosystem of web apps that reduces time to delivery, and elevates the quality of linguistic services

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: 11 content pieces, 6 destination languages, Standard expertise, Informal - Blog style, 2nd check, Priority Order checked, estimated price per word \$0.23, estimated delivery 6 hours, and a total of \$78.27. At the bottom are 'PLACE ORDER' and 'Request a printable quote' buttons.
- Bottom Right:** A screenshot of the smartidiom JOBS website. It features a banner with the text 'Be our everyday Hero' and 'Join us in some of the most exciting barrier-breaking linguistic services coming from all over the World. No, we thank you!'. Below the banner are sections for 'Featured jobs' showing 'Digital Copywriter' (urgent), 'Translator Portuguese — Danish' (new), and 'Translator English (UK and US) — Dutch (Belgium)' (new). Each job listing includes a 'View details →' button.
- Bottom Left:** A screenshot of a supplier management dashboard. It shows a timeline with 'Clock-in' at 8:30am, 'Break 1' from 9:44am-9:59am, and 'Break 2' from 2:45pm-2:46pm. It also displays 'Tasks' (with notifications for deadlines and unfinished tasks), 'Invoices' (with notifications for invalid invoices and paid invoices), and a 'CALENDAR FOR OCTOBER 2018' showing dates from 30 to 31st.
- Top Left:** A screenshot of a translation service interface. It has tabs for Languages, Style, Content (selected), and Options. A text input field contains placeholder Latin text. To the right is an 'Order Summary' table with columns for Content Pieces (11), Destination Languages (6), Expertise (Standard), Style (Informal - Blog), Proofreading (checked), 2nd Check (checked), Priority Order (checked), Estimated Price per Word (\$0.23), Estimated Delivery (6 hours), and Grand Total (\$78.27). At the bottom are 'I agree with the Terms & Conditions.' and 'PLACE ORDER' buttons.

# 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

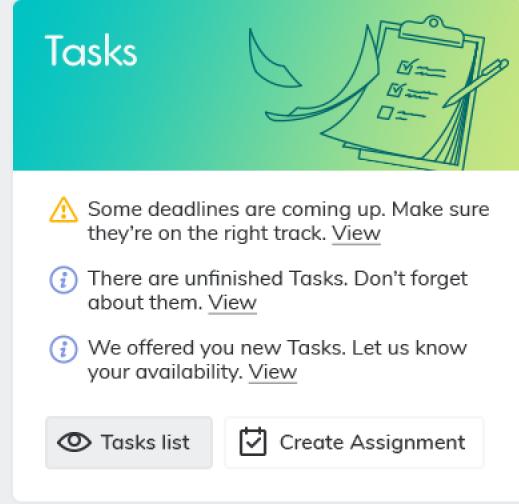


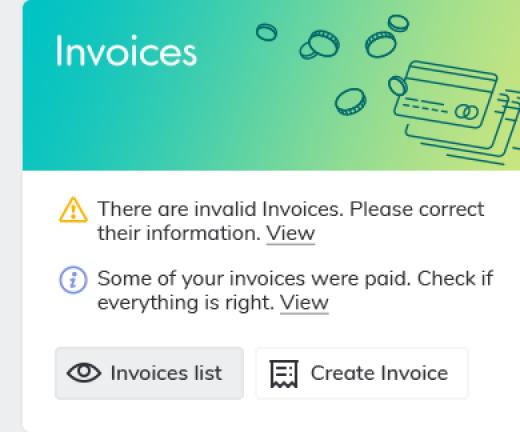
# FRONT-END WALKTHROUGH

 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

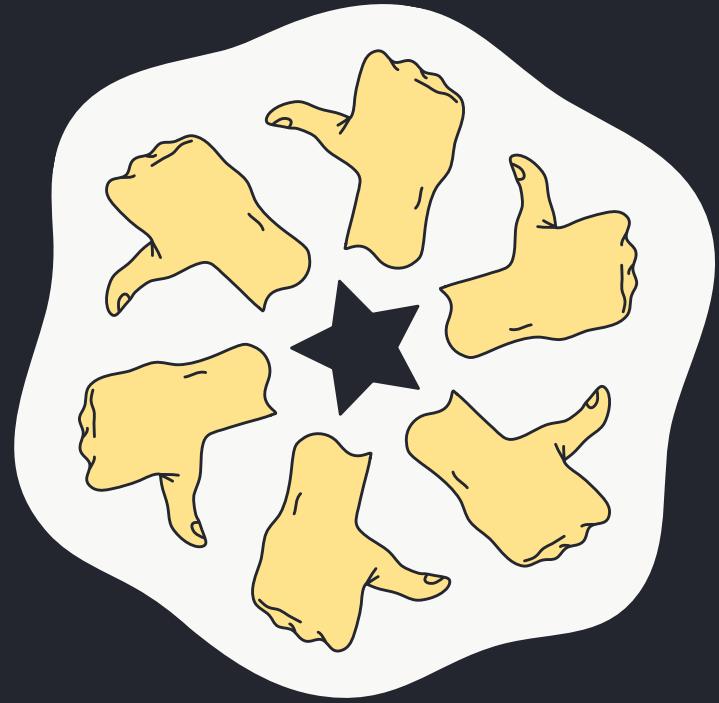
  
**RECENT NOTIFICATIONS**  
⚠ Task T082712 was offered to you. Action is required. [View](#)  
✅ Assignment A901872 was successfully closed by the Responsible. [View](#)  
ℹ We're upgrading our database to improve system speed and stability.

  
**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 destination cards: 'Venice' (colorful buildings along a canal), 'Santorini' (blue domes against a sunset sky), 'Dubrovnik' (a coastal city with a fort), and 'Moscow' (St. Basil's Cathedral). A search bar below the cards includes 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 is a 'Featured destinations' section with cards for 'Bali' (temple complex) and 'Bora Bora' (paradise beach island). Further down are cards for 'New Orleans' (food, celebration, musical), 'Maldives' (water villas), 'Kerry' (pastoral landscape), 'Marrakesh' (artistic, religious, shopping), and 'Paris' (romantic, food, shopping). At the bottom, a section titled 'Frugal destinations' is shown with a note about finding affordable travel options across the world.

# 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 displays 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 text about the theft of the Mona Lisa. Below this is a section titled "Activities around Louvre Museum" with a "Skip-the-line tickets for the Louvre Museum" option. There are also sections for "MUSEUMS" 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



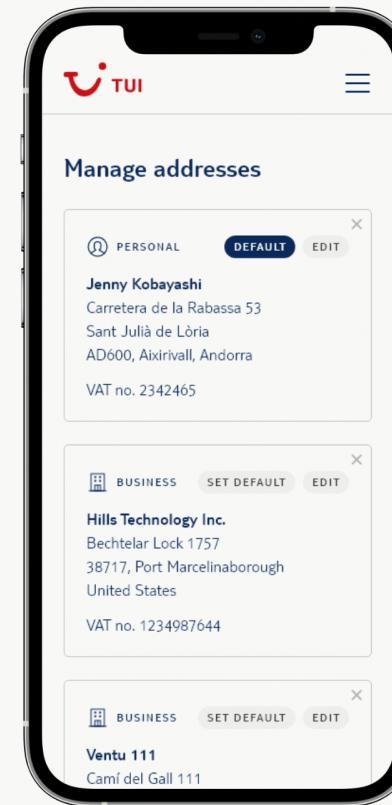
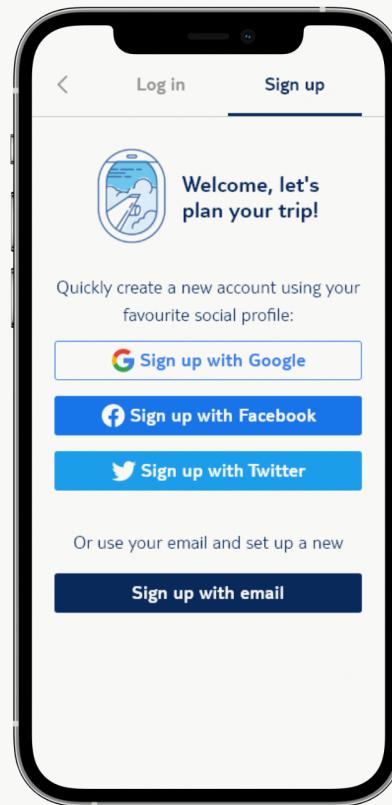
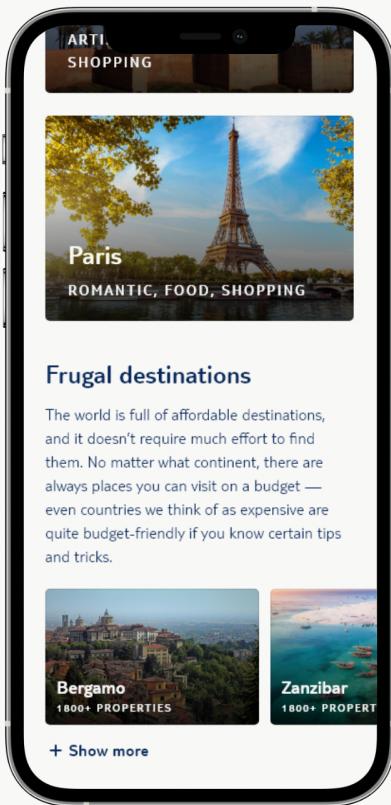
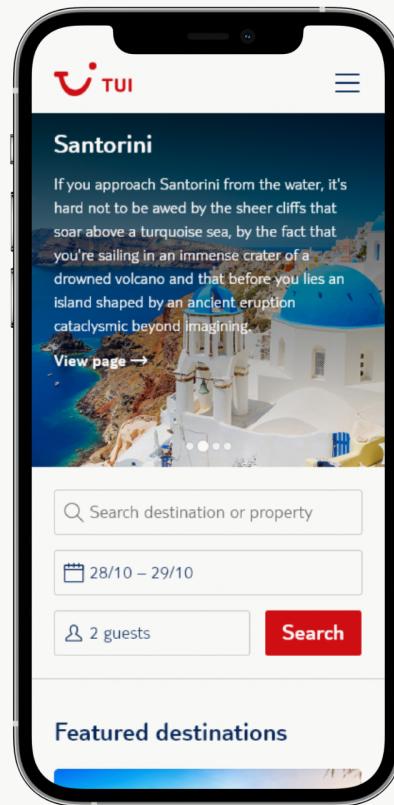
# DESIGN OWNERSHIP

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 in a large font. A descriptive text block reads: "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 input their destination (Madrid), travel dates (28/10 - 29/10), and guests (2 guests). A red "Search →" button is present. 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's interface for Madrid. The top bar includes the TUI logo and navigation icons. The main content area displays a brief description of Madrid as a classic, welcoming, festive city with a full cultural agenda, followed by a search bar, date selector, and guest count. Below this is a "Map of Madrid" showing the city's layout. On the right side of the screen, 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's interface for exploring Spain. It features a map of Europe with pins indicating destinations across the continent. A specific callout for the "Madrid region" is highlighted with a thumbnail image of a Madrid landmark. Below the map, there are buttons for "View cities here" and a section for Paris labeled "ROMANTIC, FOOD, SHOPPING".

# MANAGE MARKETS

**GDN** Setup a new market

Base configuration > Peakwork configuration > Payments > Customer care > Global content > Pages > Additional products > Integrations

**Base configuration**

Market name:   
Select country:

**Languages available**  
Add/remove any languages and then reorder to set the priority of appearance in the front-end.  
+ Add language

**Currencies available**  
Add/remove any currencies and then reorder to set the priority of appearance in the front-end.  
+ Add currency

Abort setup and lose changes

Next: Peakwork configuration →

**GDN** Spain Preview

Environments Configuration Site-wide content Privacy policies Terms & Conditions Page settings Additional products Integrations

**Privacy policies**

Page title: Privacidad  
Page description: La presente Política de Privacidad tiene por objeto dar a conocer la forma en que el Sitio Web recopila y protege los datos de carácter personal a través del Sitio Web.

**Page content**  
You can edit the content below by writing in the text area and by using the rich text editor controls. Have in mind that this will be the final text that renders in the front-end.

**Política de privacidad y cookies**

**Objeto**  
La presente Política de Privacidad tiene por objeto dar a conocer la forma en que el Sitio Web recopila y protege los datos de carácter personal a través del Sitio Web, a fin de que los Usuarios que utilicen el Sitio Web lo hagan de forma segura y confidencial. A través de los formularios habilitados para ello, aunque el Sitio Web no es responsable de la privacidad de los Usuarios, podrá tratarlos para las finalidades indicadas. Por tanto, el Sitio Web no se responsabiliza de que TUI pueda atender las peticiones de productos y servicios indicadas en este documento.

De conformidad con el Reglamento (UE) 2016/679  
Protección de Datos) o la legislación aplicable en España.

Powered by TUI

# 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**

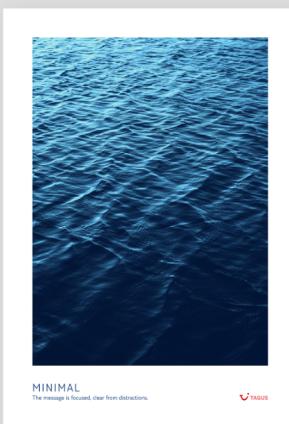
Drive more bookings to your business by adding your properties to more markets.

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

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

Powered by 

# TAGUS DESIGN SYSTEM

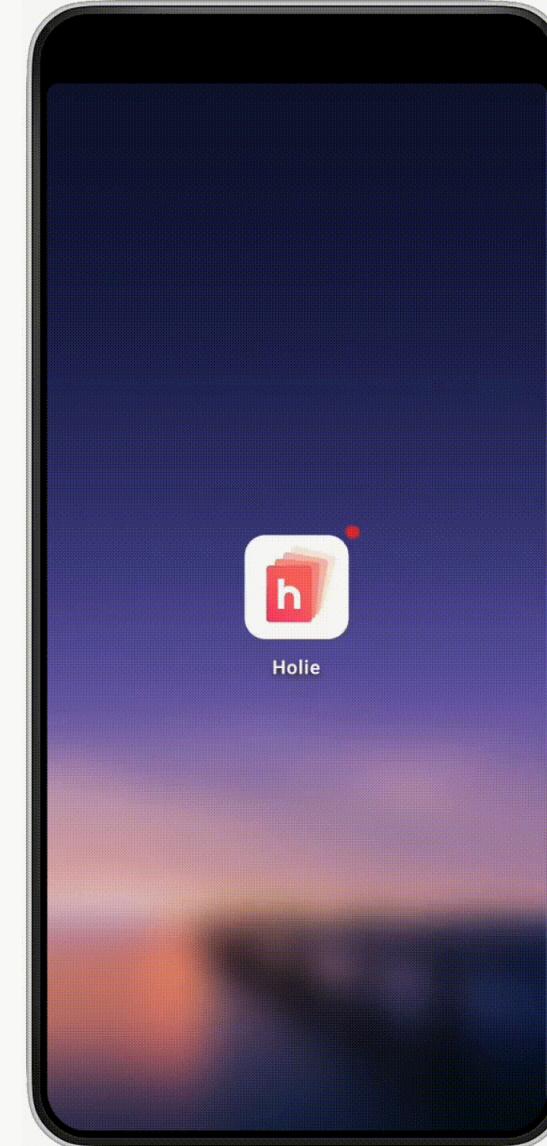


The screenshot shows a website for 'TAGUS' with a navigation bar for 'About & Resources', 'Foundations', 'Components', and a search bar. The main content area is titled 'COMPONENTS' and 'Business Pickers'. It includes a description of the 'Guests Picker' component, which is a 'popup style component that 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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