

Experience

Leonardo Maia
UX / Product Designer

Booking.com, December 2014 (present)

UX Designer

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Transactional Policies Experience

Currently working on a long-term project overhauling our cancellation, prepayment and refund policies. My work consists in visualising the Product and UX direction we are heading towards. Documenting problems, enabling discussions and alignment with multiple stakeholders across the business.

Skills

Sketching

Wireframing

Prototyping

Interaction design

User research

A/B testing

Coaching

Checkout Experience

Worked on optimising the checkout experience for guests on web platforms and introducing a new product – Pay Later – which allows guests to pay for their reservation on a later moment before their free cancellation expires.

Tools

Figma 

Sketch

Photoshop / Illustrator

HTML/CSS

Git

Managing people (Team Lead), 2016 → 2020

Held weekly 1-1s with every team member to support and maintain their performance and help them grow in their roles by giving early and actionable feedback as frequently as possible. Worked closely with Product Managers to monitor teams health and refine processes. Organised and facilitated retros, resolved conflicts and removed blockers whilst delivering on my UX Designer role duties.

Education

Partner Performance Tools

Worked on two partner-facing products from scratch – Partner Opportunities (performance notifications hub) and Analytics (reporting dashboard). Gathered requirements and worked closely with the Product Manager, participated in rounds and rounds of user research and iterated on the product until we launched them within the Extranet. Carried on optimising the products after launch.

Ergonomics, Usability and Human-computer Interaction Specialist Degree

PUC-Rio – Rio de Janeiro – 2006

Graphic Design/Visual Communication Bachelor Degree

Universidade Estácio de Sá – Rio de Janeiro – 2005

Prior experience

Petrobras Research Center, October 2011 → November 2014

Senior UX Designer

Telelistas.net, June 2010 → October 2011

Web Designer

Stage3, June 2004 → June 2010

Owner / Web Designer

Mini Booking Glossary

Track: a group of teams working in the same context or scope.

Partner: accommodations in general that put their room nights to sell at Booking.com

Extranet: platform partners use to manage their business with Booking.com