

Miguel Tomás Gomes

UX Writer / Content Designer

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PROFESSIONAL SUMMARY

UX Writer and Content Designer with 8+ years of experience in tech, specializing in user research, statistical analysis, and data-driven content strategy. Passionate about creating clear, user-centered content that improves product experiences.

WORK EXPERIENCE

UX Writer / Content Designer - OutSystems

2020 - 2023

Designed and implemented content strategies for B2B low-code platform. Conducted user research and usability testing to inform content decisions. Collaborated with cross-functional teams to create cohesive user experiences.

Technical Writer - Dremio

2024 - Present

Create and maintain technical documentation for data lakehouse platform. Develop user guides, API documentation, and knowledge base articles. Work closely with engineering teams to ensure accuracy and clarity.

UX Writer / Content Designer (Contractor)

2023 - Present

Provide UX writing and content design services for various clients. Design content strategies, conduct user research, and deliver user-centered content for digital products.

UX Writing Instructor - FLAG School of Lisbon

2021 - 2023

Developed and taught comprehensive UX writing curriculum. Created course materials covering user research, content strategy, and best practices for writing in digital products.

Copywriter - Shiptimize

Aug - Dec 2020

Defined SEO-driven content strategy for the website while managing its structure and taxonomy. Produced content deliverables including e-books, marketing campaigns, and social media content.

Copywriter & UX Writer - Talkquest

2018 - 2020

Drove content strategy, ran marketing campaigns, and managed social media. Defined taxonomy and product naming strategy for software while coordinating with Sales, Marketing, and Development teams to restructure UX writing guidelines and technical documentation.

Content Specialist - Booking.com

2017 - 2018

Managed content creation and localization for global travel platform. Ensured consistency and quality across multilingual content workflows serving millions of users worldwide.

SKILLS & TOOLS

Core Skills

UX Writing

Content Strategy

User Research

A/B Testing

Statistical Analysis

Design Thinking

Tools & Technologies

Figma

Jira

GitHub

Google Analytics

Methodologies

SCRUM

Agile

Cross-functional Collaboration

EDUCATION

Bachelor's Degree in Applied Languages to Business Relations

Catholic University of Portugal | 2014 - 2017