

MIGUEL TOMÁS GOMES

Lisbon, Portugal

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SUMMARY

Experienced and results-driven UX Writer and Technical Writer with over 8 years of experience across the tech and e-commerce sectors. Proven ability to define and execute content strategies, create intuitive user experiences, and collaborate with cross-functional teams to deliver consistent, accessible, and high-quality content.

EXPERIENCE

Freelance UX Writer

Self-employed · Part-time

2020 - Present

Delivered UX copy and content strategy services for various clients.

Technical Writer | Dremio · Full-time

May 2024 - Present

Maintained and evolved Dremio's documentation while collaborating with the Design team to refine UX writing for the product.

Contributed to Dremio University by creating learning courses that enhance user understanding and adoption.

UX Writing Instructor

FLAG · Part-time

June 2021 - May 2023

Taught multiple UX writing classes at FLAG School, instructing over 120 students.

Developed FLAG's first-ever UX writing course, setting the foundation for future instructors.

This introductory program covered core UX writing principles, tone of voice, and best practices for writing across different UI elements.

UX Writer | OutSystems · Full-time

November 2020 - November 2023

Supported multiple Product teams by delivering UX copy.

Took part in designing the majority of features in the ODC release by:

- Reviewing end-to-end experience flows
- Conducting terminology research

- Expanding UX writing guidelines
- Auditing and iterating usability issues
- Promoting learning and knowledge sharing
- Collaborating with Product Designers, POs, and PMs to ensure a consistent, inclusive, and accessible experience

Copywriter

Shiptimize

2020

Defined an SEO-driven content strategy for the website while managing its structure and taxonomy.

Produced content deliverables, including e-books, online and offline marketing campaigns, and social media content.

Copywriter & UX Writer | Talkguest

2018 - 2020

Responsible for driving content strategy, running marketing campaigns, and managing social media.

Defined taxonomy and product naming strategy for software while coordinating Sales and Marketing.

Aligned with Development teams on technical issues to restructure UX writing guidelines and technical documentation.

Content Specialist | Booking.com

2017 - 2018

Created localized content for the website, newsletters, print materials, scripts, and knowledge base documentation.

Facilitated cross-team communication and streamlined collaboration within the EMEA Content team, ensuring consistency and alignment across regional initiatives.

SKILLS

UX Writing & Research:

UX writing, UX research, Usability testing, Figma

Technical & Content:

Technical writing, Markdown, Content strategy, SEO, Copywriting, Editing, Content creation, Marketing copy

Tools & Methodologies:

JIRA, GitHub, Scrum

Communication:

Presentations, Lecturing, Public speaking