Miguel Tomás Gomes

UX Writer / Technical Writer

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migueltomasgomes.com

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

UX Writer / Technical Writer

2021 — Present

Dremio | Remote

- Maintaining and evolving Dremio's documentation while collaborating with the Design team to refine UX writing on the platform.
- Contributing to learning course material to increase customer adoption.

UX Writer

2020 — 2021

OutSystems | Lisbon, Portugal

- Supported multiple teams with end-to-end content design and UX writing, with a primary focus on the OutSystems platform (ODC).
- Conducted terminology research, audited content, and collaborated with designers to ensure a consistent, inclusive, and accessible user experience.
- Iterated on content, expanded content guidelines, and promoted knowledge sharing across teams.

UX Writing Instructor

2022 — 2023

FLAG | Lisbon, Portugal

- Developed and taught the first UX writing course at FLAG, paving the way for future instructors in the field.
- Delivered an introductory course covering UX writing principles, tone of voice, and best practices for writing for different UI elements.

Content Strategist / Copywriter

2018 — 2020

Freelance | Lisbon, Portugal

- Defined an SEO-driven content strategy and taxonomy for the main website.

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

- Developed and executed the overall content strategy, including marketing campaigns and social media posts.

Content Language Specialist

2017 — 2018

Booking.com | Lisbon, Portugal

- Specialized in content localization and language optimization for global platforms.

- Gained experience with large-scale content management systems and international user experience needs.

Education

Bachelor's Degree, Applied Languages to Business Relations

Sep 2014 — Jun 2017

Universidade Católica Portuguesa

Skills

Content & UX

UX Writing, Content Strategy, Content Creation, Editing, Writing, Research

Tools & Methodologies

Jira, Figma, GitHub, VSCode, SCRUM