

Personal information

Sara Carvalho

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Experience

Talkdesk - Product Designer

May 2022 - now

Talkdesk is a global cloud contact center leader, with a big focus on automation. I am responsible for participating in immersive co-creation sessions where we sit down with product experts and stakeholders to dive into the product vision from a business standpoint.

The products I work in are specialised in industries verticals such as Healthcare, Retail, Banking and Insurance. Besides the stakeholders sessions we have a analytics tool to understand the adoption and engagement of the users, we do interviews with clients and their agents, and some other research methods. We work on the new features or improvements with wireframes, mockups and prototypes, always aligning with engineers and refining the designs.

Critical Software - User Experience Designer

February 2020 - April 2022

Critical Software provides systems and software services for safety, mission, and business-critical applications.

I have worked in a complex energy management system in an agile environment where I and the PMs were responsible to define what we wanted to work on to improve the product. In this phase we used to get together with the client, do some desk research and get feedback from the technicians who were using the product. With these insights we would define the product evolution path. I have developed mockups and prototypes using Sketch and written some user stories too. At the same time I was working on the design system, creating and documenting components and the usage guidelines.

4por4 Creative Agency - Frontend Developer

April 2017 - January 2020

4por4 Creative Agency - Web Designer Intern

July 2016 - March 2017

GEN - Frontend developer Intern

March 2016 - June 2016

Education

EDIT - UI UX Design Course

2018 - 2019

UTAD - Communication & Multimedia Master Degree

2014 - 2017

UTAD - Communication & Multimedia Bachelor Degree

2011 - 2014

Skills

Figma, Sketch, Zeplin, Miro
HTML, CSS