

# VÍTOR TEIXEIRA

## USER EXPERIENCE PROFESSIONAL

I'm a User Experience Professional with a passion for solving problems with smart and simple user-centered design. Passionate about life and technology, my goal is to make sure the latter does not get in the way of the former, but instead makes it better.

## WORK EXPERIENCE

SAPO  
PORTUGAL TELECOM  
Apr 2013 - Present

### USER EXPERIENCE & QUALITY ASSURANCE

Conducted the user-centered design process of some of SAPO's main web projects.  
Designed and tested wireframes and prototypes with users and stakeholders.  
Designed user studies' protocols and questionnaires.  
Performed heuristic evaluations of SAPO's and partner's products.  
Ensured Accessibility, SEO, and Performance guidelines were adopted.  
Conducted card sorting and usability test sessions with users.  
Developed and reviewed the results of A/B and Multivariate tests.

MAIN PROJECTS: [SAPO Mag](#) | [SAPO Biz](#) | [SAPO Blogs](#) | [SAPO Videos](#) | [SAPO Promos](#) | [SAPO UX](#)

MLDC  
MICROSOFT PORTUGAL  
Jan 2011 - Mar 2013

### SOFTWARE DEVELOPMENT ENGINEER / RESEARCHER

Researched on natural user interaction and Human-computer interaction.  
Interviewed elderly users to gather requirements for the development of a multimodal digital personal assistant.  
Specified, prototyped, tested and developed desktop, mobile, and web projects.  
Conducted usability studies with users, both elderly and mobility-impaired.

MAIN PROJECTS: [Living Usability Lab](#) | [AAL4ALL](#) | [PaeLife](#) | [Living Home Center Prototype](#)

OPTIMUS  
SONAEOM  
Jun 2006 - Apr 2010

### SERVICES SUPPORT AGENT

Over-the-phone technical support and troubleshooting.  
Technical complaints management for Optimus (Mobile telephony), Clix (Home ISP) and Kanguru (Mobile ISP).

## EDUCATION

DEGREE & MASTER  
OF SCIENCE  
2006 - 2011

### TELECOMMUNICATIONS AND INFORMATION SCIENCE

ISCTE - University Institute of Lisbon (ISCTE-IUL)  
Dissertation on the impact, in the elderly population, of multimodal graphical user interfaces for interacting with communication services and social networks.

[Dissertation PDF](#) (3.6 MB)

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## Skillset

User research  
Wireframing  
Prototyping  
Information Architecture  
Interaction design  
Usability testing  
Heuristic evaluation  
A/B testing  
Quality assurance

## Toolkit

Sketch  
Omnigraffle  
HTML / CSS  
Selenium IDE  
Visual Website Optimizer  
Brain, Pen and Paper

## Hobbies

Talking about UX  
Movies & TV Shows  
Hardboiled Literature  
DiY / Handywork  
Barbecuing

## Languages

PORTUGUESE

ENGLISH

SPANISH

