



Hello, my name is **Tiago Marques**.

I'm an international Lead UX Designer, committed to building products, services and businesses that make a meaningful positive impact in the world.

I have 15+ years of experience in the digital industry, working in startup, agency and corporate environments, and recently moved with my family from London to Copenhagen.

 tiagomarques.net
 tiagomarques.net/cv

 tiagomarques.net/linkedin
 tiagomarques
 mail@tiagomarques.net
 53700577

DESIGN SKILLS

- Field research
- Face-to-face interviewing
- Creating user tests
- Information architecture
- Interaction design
- Interface layout
- Copywriting
- Rapid prototyping
- Usability and value testing
- Gathering + organising statistics
- Requirements writing
- Presenting and speaking
- Brainstorm coordination
- Agile and Lean methodology
- Working tightly with developers
- Client relationship management
- Project and team leading
- Design community building
- Design culture evangelism

EDUCATION

- Product Management Accelerated Course (General Assembly) (2019)
- Travelling and volunteering in Southeast Asia and Australia (2011-2012)
- Postgraduate Module in Project Management (Open University) (2010-2011)
- Degree in Communication Design (Fine-Arts Faculty of Lisbon University) (1999-2005)



I'm currently working at Pandora, but always happy to meet amazing people so let's connect on LinkedIn and go for a coffee soon.



TIAGOMARQUES.NET

Speaker / Blogger (2016–present)

Public speaking and blog dedicated to UX, fintech, digital product design and product management.



LLOYDS BANKING GROUP

Senior UX Designer, Freelance (2016–2019) · Corporate

Lloyds Banking Group is one of the largest financial institutions in the UK, for which I contributed with:

- UX design for web, iOS and Android applications using Agile methodology
- Market analysis
- User research
- Scenarios, use cases and personas
- High and low fidelity wireframes
- Flow diagrams
- High and low fidelity prototyping
- Live user testing
- Project and team leading
- Design community building
- Design culture evangelism

During my collaboration with the group, I produced several designs for their PSD2 (open banking), GDPR (data protection) and International Payments projects, among others.



USTWO

Senior UX Designer (2013-2015) · Agency

UsTwo is an award-winning global digital product studio, for which I contributed with:

- UX design for web, iOS and Android applications using Agile and Lean methodologies
- Market analysis
- User research
- Workshop facilitation
- Vision statement boards
- Experience maps
- Product and service concepts
- Scenarios, use cases and personas
- High and low fidelity wireframes
- Flow diagrams
- High and low fidelity prototyping
- Remote and live user testing
- Client relationship management
- Project and team leading

LIFE SKILLS

- Upbeat, energetic attitude
- Curiosity
- Proactiveness
- Inventiveness
- Follow-through
- Self-discipline
- Growth-oriented
- Intercultural adaptability
- Composure
- Empathy
- Integrity
- Coaching and mentoring
- Above average sense of humour

PERSONAL DEVELOPMENT

- Leadership
- Product strategy
- Experience design
- Entrepreneurship
- Social innovation
- Economics and fintech
- Futurism and technology
- Public speaking
- Fitness and nutrition
- Philosophy and mindfulness
- Parenting

HOBBIES

- Reading
- Learning about nutrition
- Strength training
- Spending time with my kids
- Hygge with friends and family
- Watching documentaries
- Star Trek



I produced several designs for the mobile payments app Barclays Pingit, and lead the overall redesign of the main Pay screen and integration touchpoints with the new UK standard for mobile payments, PayM.



I helped design WorldPay's My Business Dashboard, a sales tracking and insights merchant portal, and assisted in the early stages of the product development, from ideation to prototyping and user testing.



I was the lead designer on the American Express account, responsible for client relationship management, team leadership and supervision of the overall design quality, UX processes and testing for their int'l mobile apps.



NEW LIFE FOUNDATION

UX Consultant, Pro Bono (2012) · Charity

New Life Foundation is a support community in Thailand for people recovering from addiction, trauma and mental burnout.

I contributed to the creation of fundraising and crowdfunding strategies to promote the sustainability of their charitable work, as well as a sponsorship fund for residents with exceptional financial difficulties.



INQ MOBILE

UX Designer (2008-2011) · Startup ·

INQ Mobile is an award-winning mobile handsets design and development studio, specialised in phones with rich web and social media features, for which I contributed with:

- UX design for iOS, Android and Brew software using Agile methodology
- Market analysis
- Product and service concepts
- Scenarios, use cases and personas
- High and low fidelity wireframes
- Flow diagrams
- Visual interface design
- UI testing and bug reporting
- Vendor relations
- Project management

I worked in close contact with the developers and product managers, both in-house and on-site in Italy and China, and helped produce platform- and application-level designs together with partners such as Facebook, Twitter, Skype, Foursquare, Microsoft, Google and Huawei, among others.

During my time with INQ Mobile, we won several awards, such as "Phone of the Year 2009" (GSMA Awards), "Most Innovative Social Networking Mobile 2010" (Aegis Graham Bell) and "Best Android Phone" (Mobile Choice Consumer Awards 2011).



DLC

UX / Visual Designer & Developer (2005-2008) · Agency