


MILENA MONTEIRO

UX DESIGNER

 **PORTFOLIO**
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 Lisbon - PT
(open to relocation)

LANGUAGES

English, *fluent*

Portuguese, *native*

Spanish, *intermediate*

Danish, *beginner*

INTERESTS

Tennis

Capoeira

Dancing Forró/Salsa

Cajon Playing

Board Games

Yoga and Meditation

EXPERIENCE

UX Designer and Consultant *(Jan 2021 - now)*

Self-Employed

- Accelerated product launches and reduced costs by leading end-to-end projects, guiding them from ideation to implementation while collaborating with developers to ensure feasibility and successful execution of the envisioned outcomes.
- Achieved a 30% increase in user satisfaction by enhancing the client's product experience and usability through user research, identifying design issues, defining requirements, executing a redesign, and conducting user testing.
- Increased client's user retention by 43% through the implementation of tailored interaction and experience strategies. This included defining user profiles, developing user flows, wireframing, building interactive prototypes, and conducting user testing.
- Lowered 15% of bounce rates by implementing refined UI, strong visual hierarchy and interactive elements.
- Helped product teams to solve complex problems by conducting workshops that aligned cross-functional teams and empowered them to address user challenges.

Interaction Design Researcher *(Aug 2019 - Dec 2020)*

ergoUX

- Published two papers presented at HCI International 2022 and 2023 based on Interaction Design research. This work included data-driven development of an interactive web documentary aimed at fostering empathy for immigrants.
- Increased company awareness of client needs and product usability by collaborating with internal researchers to deliver UX research to key companies/clients
- Reduced support and information requests by 35% through enhanced UX patterns and clearer user interfaces

Graphic Designer *(Feb 2018 - Dec 2018)*

Artplan

- Designed graphic materials for both print and digital platforms.
- Collaborated with the team to create graphic designs for sponsored events, festivals, and stands.

Senior Intern *(Feb 2016 - Dec 2017)*

Design Lab at PUC-Rio University

- Lead the other student mentors attributing tasks and monitoring their performance in the Design Lab.
- Assisted students to structure their design projects, choosing the best methods and applying the best practices, while also teaching the proper use of the lab's equipment.

EDUCATION

Master's: Interaction Design - UX *(2019 - 2021)*

Universidade de Lisboa

Course: HTML, CSS, JavaScript *(2022)*

SheCodes

Bachelor's: Industrial Design *(2014 - 2018)*

Pontifícia Universidade Católica do Rio de Janeiro

SKILLS

- Interaction Design
- UX Research
- UI Design
- Design Systems
- Design Sprints

TOOLS

- Figma
- Adobe C. Suit
- Miro
- Maze
- Typeform
- Storybook