

MIGUEL TOMÁS GOMES

UX Writer / Technical Writer

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

Technical Writer

Dremio | Lisbon, Portugal

May 2025 - Present

- 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

OutSystems | Lisbon, Portugal

Nov 2020 - Oct 2023 (3 years)

- 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

FLAG | Lisbon, Portugal

Jun 2021 - May 2023 (2 years)

- 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.

Copywriter

Shiptimize | Lisbon, Portugal

Aug 2020 - Dec 2020 (5 months)

- 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.

Copywriter / UX Writer

Talkguest | Lisbon, Portugal

2018 - 2020 (2 years)

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

- Defined the taxonomy and UX writing strategy for the software, aligning business objectives with the Marketing and Development teams.

Content Language Specialist

Booking.com / Lisbon, Portugal 2017 - 2018 (1 year)

- Wrote localized content for the website, newsletters, print materials, and scripts.
- Facilitated communication between departments and proposed content-related ideas that were approved by senior management.

EDUCATION

Universidade Católica Portuguesa

Bachelor's degree, Applied Languages to Business Relations Sep 2014 - Jun 2017

- Student Representative during Year 2 and Year 3.
- Valedictorian for all graduates in 2017.

LICENSES & CERTIFICATIONS

- Digital Marketing - Google
- Rhetoric: The Art of Persuasive Writing and Public Speaking
- Email Marketing - Udemy
- Visual Design Fundamentals - Nielsen Norman Group

SKILLS

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

Communication: Communication, Public Speaking, Lecturing, Presentations **Tools & Methodologies:**

Jira, Figma, GitHub, VSCode, SCRUM