



ROBIN DOS SANTOS GOMES


USER EXPERIENCE DESIGNER / PRODUCT DESIGNER

View my portfolio at robindossantos.com



RELEVANT WORK EXPERIENCE

DIABETESFONDS
Starting 10/2024

MEMBER OF THE SOCIAL ADVISORY COUNCIL  Amersfoort
Evaluate diabetes-related research projects for societal relevance and potential impact. Also assess submissions for the "Beste Diabetesidee" competition, focusing on their feasibility, added value and short-term impact.

JEX
08/2023 - Present

CHAPTER LEAD UX DESIGN  Den Haag
Continued with the work as Senior UX Designer for 70% of the time. For the other 30%: initiated chapter meetings (for collaboration, peer sessions, knowledge and inspiration) and coached 7 UX designers.


JEX
03/2023 - 08/2023

SENIOR USER EXPERIENCE DESIGNER  Rotterdam
Improved UX team maturity by integrating user research and data usage into the design process, resulting in more informed design decisions and a better user experience. And led the design of a new app for temporary workers.

POSTNL
10/2019 - 02/2023

USER EXPERIENCE DESIGNER  Den Haag
Responsible for the Customer Service experience including the chatbots. I created a vision and improved the (self-)service for customers, resulting in a better user experience. Tasks: user research stakeholder management, improving customer journeys, vision and strategy, ownership, coaching other designers.

NOVILITY
09/2017 - 09-2019

USER EXPERIENCE DESIGNER  Heemstede
I improved the user experience and user engagement of the virtual reality training of Novility and its online management portal.

VODAFONE
09/2014 - 08-2017

ACCOUNTMANAGER SMALL BUSINESS  Rotterdam
Accountmanager Rotterdam Area Small/Medium enterprise. And channel marketing projects to improve prospect contacts, visibility and product promotion. Winner Sales Challenge 2017. Former Vodafone Shop Advisor (2006 - 2014)

DE ROBIJNTJES
11/2011 - 08-2017

FREELANCE GRAPHIC DESIGNER  Rotterdam
Personally created design line for baby and children's products, such as clothing, greeting cards and invitations. (Part-time)



EDUCATION

2009 - 2011

MASTER INTEGRATED PRODUCT DESIGN  Delft
at Delft University of Technology

Graduation Project:
The consumer acceptance of biofeedback technology In sports.
Internship at Design Studio Inqubative:
Concept creation for sustainable objects and optimization of public spaces.

2007 - 2009

BACHELOR INDUSTRIAL DESIGN ENGINEERING  Delft
at Delft University of Technology



WHY ME?


I believe a user experience designer should have the heart of an artist and the brain of a scientist. Using passion by following my heart and touching the hearts of the users. While relying on knowledge and skills by working in an analytical way with the right processes. I believe in the importance of user research, and vision to develop designs that truly connect with users. By listening closely to customers and placing their needs at the forefront of my designs, I strive to create products that resonate with users on both an emotional and analytical level, to make sure users have a real connection with the products. Combining passion and science creates the best of both worlds!


I believe that together we can achieve more. I am committed to working collaboratively with colleagues, inspiring other designers and getting stakeholders aboard, while also remaining dedicated to continuous learning and professional development. My inspiration Nelson Mandela taught me to persevere and keep moving forward, regardless of the obstacles I may face. As he said:

"The greatest glory in living lies not in never falling, but in rising every time we fall."

CONTACTS

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