Cristiano Dalbem

Senior Product Designer @ Revolut

ABOUT

I am a self-taught designer with over 8 years of professional experience in designing, building, and coding digital products. Passionate about UX and building products, I'm interested in creating simple user-centric solutions for complex problems in the form of interfaces, products, systems, and platforms. With a strong computational background, I effortlessly bridge the gap between Design and Engineering, while my entrepreneurial experience adds a crucial strategic perspective to my practice.

MAIN EXPERIENCES

Senior Product Designer, Revolut

Jun 2024 – **Present** (9 mos)

· Lead designer for the smart ATMs project, working in close collaboration with the PM, business and engineers to design from end-to-end an user-centric and innovative experience for this highly strategic company bet. Launch in Spain is expected for the coming months.

· Designer for CX platform and other internal technical products. Designed features to improve how users can design complex ticket layouts, redesigned core components based on user feedback and collaborated with other designers on a vision for how the experience of AI-powered features in Revolut should feel like.

· Collaborated with Private Banking team in the Discovery phase of a new Concierge product.

Senior Product Designer, Nubank

May 2020 – Jun 2024 (4 yrs 2 mos)

· Designed from end-to-end Additional Cards, the first social product of Nubank, enabling customers to extend their credit purchase power to loved ones. I've collaborated in all stages, from research to prototyping and monitoring user feedbacks and metrics after launch. Lift of 25% in customer's average purchase volume and over 450,000 cards requested.

· Designed from end-to-end the Credit Card automatic debit feature, one of the most requested features which increased customer NPS by 2.6% and average account balance by 1.5%.

· Collaborated on the Social Design Sprint cross-team task force, one of the top strategic drivers for the company. This initiative is impacting the whole company's roadmap, and was presented in forums including the CPO and VPs of Product and Design.

· Lead designer of the CX Platform. I built a design vision by researching and prioritizing user needs of CX agents, engineers and developers, connecting them with the business results of enhancing the productivity and quality of the company's award-winning customer support.

Co-founder, Meu Corre

Nov 2020 – Jun 2024 (3 yrs 8 mos)

· Responsible for everything product related: Discovery, Strategy, Research & Product Design of a personal financial management app for delivery workers in Brazil.

· We successfully got funded by FAPERJ and Fundo Brasil. For 2 years we had training workshops and mentorship in entrepreneurship, business and product management.

Product Designer, VTEX

Oct 2017 – Apr 2020 (2 yrs 7 mos)

· Redesigned Promotions Admin, improving the experience of the biggest e-commerce stores of Brazil to manage prices and campaigns of their immense product catalogs. I simplified a complex product to reduce user errors and to enable it to scale without damaging the user experience.

· I've led a cross-functional task force that built the company's Design System to help scale and improve consistency in the craft of a growing design team, which went from 3 to 20+.

UX Designer, Isobar

Feb 2017 – Sep 2017 (8 mos)

· I was responsible for understanding problems, ideating and sketching wireframes for Web and Android/iOS Apps for Enterprise, the biggest car-rental in the world.

· Since both the team and client were Americans I practiced weekly how to collaborate and present my ideas in a foreign language with people of different nationalities.

Front-end Developer, Isobar

May 2015 – Feb 2017 (1 yr 10 mos)

PORTFOLIO

cristianodalbem.com
Some projects might need a password: *abacaxi*

EDUCATION

Master's of Science in Engineering - Software & Systems
Institut Polytechnique de Grenoble (France)

Computer Science
Federal University of Rio Grande do Sul (Brazil)

OTHER RELEVANT EXPERIENCES

Mentor at ADPList
Mar 2022 – Present (3 yrs)

50+ free mentorship sessions offered to designers of diverse nationalities and levels of seniority to improve their skills, practice for interviews, and reflect on career.

CicloMapa.org.br
Jun 2019 – Present (5 yrs)

Designer and developer of Brazil's biggest bike maps platform, collab with two of the most relevant urban mobility organizations in the country.

Public speaking
Mar 2014 – Present

Since 2014 I've taught more than 13 talks and workshops in prestigious events like Interaction Latin America (ILA) and Google IO Extended.

LANGUAGES

Portuguese (Native)
English (C1)
French (C1)
Spanish (B2)

SKILLS

UI/UX/Product Design
Prototyping
Mentoring
Entrepreneurship
Web Development
UX Research
UX Metrics
Design Systems
Accessibility (WCAG)

CONTACT

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