

Lucas Andrião

Senior Product Designer | Product Design | UX/UI | B2B SaaS | Fintech | Design Systems

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PROFESSIONAL SUMMARY

Product Designer with 5+ years of experience designing complex digital products across B2B SaaS, fintech, payments, cybersecurity, internal tools, and enterprise software. I work across discovery, UX strategy, information architecture, interaction design, UI, prototyping, design systems, and implementation, translating dense business rules and operational workflows into clear, scalable experiences. My work combines qualitative and quantitative inputs with strong visual craft, with experience partnering closely with Product, Engineering, Data, Operations, QA, and business stakeholders.

CORE SKILLS

Product & UX: Product Design, UX Strategy, Product Discovery, User Research, Usability Testing, Information Architecture, User Flows, Interaction Design, Wireframing, Prototyping

UI & Systems: UI Design, Visual Design, Design Systems, Components, Design Tokens, Accessibility, Responsive Design, Design QA, Developer Handoff

Data & AI: Dashboard Design, Data Visualization, Metrics, Workflow Automation, AI-assisted Workflows, OpenAI API, Human-in-the-Loop, Prompt Workflows

Collaboration: Stakeholder Management, Cross-functional Collaboration, Facilitation, Design Critique, Storytelling, Roadmap Influence, Product Strategy

Tools: Figma, FigJam, Miro, Notion, Jira, Confluence, Looker, Azure, Photoshop, Illustrator, Google Workspace, ChatGPT, Claude, Figma Make

PROFESSIONAL EXPERIENCE

Senior Product Designer | Contractor / Consultant | Independent

Dec 2025 – Present | Remote | Brazil

- Lead end-to-end product design for B2B SaaS companies and product teams across international markets, covering discovery, user flows, wireframes, prototypes, UI, documentation, handoff, and design QA.
- Design data-rich dashboards, operational workflows, automation concepts, and AI-assisted product experiences for technical, operational, and executive users.
- Build and evolve reusable design foundations and scalable patterns that improve consistency, implementation quality, and speed across product surfaces.
- Partner directly with founders, Product Managers, engineers, and senior stakeholders to clarify ambiguous problems, align trade-offs, and turn technical requirements into usable product experiences.

Product Designer | ISH Tecnologia

Sep 2024 – Dec 2025 | Vitória, ES, Brazil

- Designed product experiences for Vision Portal, a B2B SaaS cybersecurity platform spanning MDR, GRC, Vulnerability Management, reporting, investigation, and security operations workflows.
- Created the first Vision Portal Design System, standardizing around 20 reusable components across 25+ screens and establishing patterns for dashboards, tables, forms, filters, statuses, cards, and empty states.
- Transformed complex security and compliance reporting previously produced manually in 200+ slide presentations into automated dashboards generated in approximately 10 minutes.
- Contributed to a 32% increase in monthly active users and 60% growth in dashboard access, while enabling up to 5× more monthly security and compliance deliverables and up to 95% reduction in manual operational time.
- Worked cross-functionally with Product, Engineering, Data, Security Operations, QA, and leadership, using research, workflow mapping, stakeholder feedback, and product metrics to guide decisions.

Product Designer | Cora

Apr 2022 – Jan 2024 | Fintech | Brazil

- Designed internal products for customer support, operations, regulatory channels, and second-level service in a fintech environment with strong governance and scalability requirements.
- Designed Gepetto Skills, an internal AI-assisted product using the OpenAI API to help customer service agents generate responses faster, with human validation, traceability, and quality control; 92% of requests became semi-automated.
- Helped structure prompt workflows, review logic, documentation, and governance for safer adoption of generative AI in real operational environments.
- Designed Cora Cases, an internal case-management tool for Reclame Aqui, Procon, Consumidor.gov, Ombudsman, and other regulated channels, reducing service logging and triage time by 46%.
- Worked from discovery through delivery across user flows, information architecture, dashboards, prototypes, testing, and engineering handoff.

Content Designer & Fraud Prevention Analyst | PicPay

Oct 2019 – Apr 2022 | Payments | Brazil

- Designed learning experiences, operational content, visual materials, and internal tools for support teams and BPOs, applying information architecture, storytelling, visual design, and research.

- Created style guides, training paths, scripts, learning interfaces, and product communications that improved consistency and scalability across operational teams.
- Worked in fraud prevention and document analysis, developing practical knowledge of transaction risk, security, regulated financial journeys, and operational decision-making.

EARLIER RELEVANT EXPERIENCE

- Morar Construtora | Customer Relationship Assistant | 2016–2017: conducted qualitative and quantitative customer research, interviews, NPS, and post-sales analysis to identify experience improvements.
- Banestes | Banking Customer Service Intern | 2012–2014: supported customers across banking products, procedures, and service journeys, building early experience with financial operations and user needs.

EDUCATION & CERTIFICATIONS

- MBA in Marketing | Estácio de Sá University | 2017–2018
- B.A. in Business Administration | Estácio de Sá University | 2012–2016
- UX Design Bootcamp | Tera | 2021–2022
- Full Stack Designer | EBAC | 2023–2024
- Google Analytics Certification | User Experience Design Certification

LANGUAGES

Portuguese — Native | English — Fluent | Spanish — Intermediate