Sophia Portas

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Work Experience

Jul 2022 - current:

Product Designer, STREAMS Arterials – Transmax
I lead the overall user experience & interface design of STREAMS Arterials, a next-generation traffic management solution for managing intersection operations in QLD. In my role, I lead user research & usability testing initiatives, design scalable end-to-end experiences, contribute components to the Design System, influence the Arterials product roadmap, and collaborate cross-functionally to ensure seamless delivery and maintain portfolio alignment.

Sep 2020 – Jul 2022:

Front-end Web Developer – Transmax
I was the sole web developer / designer in our team, working on a web Intersection Operations (IOS) interface. I designed & developed IOS enhancements, fixed defects, carried out technical design of API and message protocol changes, contributed documentation and unit tests, and implemented a new pipeline for release packages using Ansible, Packer and Jenkins.

Jul 2019 – Sep 2020:

Junior Engineer, Digital – Hatch
I designed & built a prototype IoT system (sensors & a real-time web interface) to detect conditions likely to lead to equipment failure at an alumina refinery, used during the commissioning phase. I also assisted my team with UX design & front-end web development for smaller projects.

Jan 2018 – Jun 2019:

Web Developer / Designer – eLIPSE, UQ
I created & implemented an internal Design System using the Vue framework, designed & developed learning tools to be used at the University by students, and conducted usability tests for learning tools.

Jun 2018 – Sep 2018:

Project Officer Intern – Department of Justice & Attorney-General, QLD
In a team of four interns, I drove the UX design & contributed to development of a chatbot to help Queenslanders easily access information to resolve neighbourhood disputes. During the 7 weeks, I conducted usability testing studies to rapidly test, iterate & refine the chatbot, and worked with key stakeholders across different organisations for alignment & feedback.

Jun 2016 - Nov 2017:

UI/UX Designer, Tanda
I designed a new time clock application for use on Android tablets; was responsible for the redesign and rebuild of 'My Datastreams', a tool to help users manage automated data imports from POS systems or other sources into Tanda; and visited users to trial and gather feedback on beta versions of products.

Education and Certifications

| Nov 2023: | ICAgile Certified Professional - Agile Product Ownership |
| | ICAgile |

| Feb 2023: | Foundation Certificate in User Experience V1.4 |
| | BCS, The Chartered Institute for IT |

2014 – 2020:	Bachelor and Masters of Engineering (Electrical & Biomedical)
	Honours Class I
	The University of Queensland, Brisbane
	Technical University of Munich, Germany (2016-17 exchange program)

Demonstrated Work Skills and Abilities

- **User research & problem discovery** - I use a range of methodologies (such as assumption mapping, interviews, contextual enquiries, & experience blueprinting workshops) to plan and conduct research that translates insights into actionable design direction to support user needs and business outcomes.
- **Complex interaction and UI design** - I design with a strong focus on end-to-end experiences that distill complex use cases & data structures down into simple models & patterns that are user-friendly, feel intuitive, and are visually appealing. For developer handoff, I will prepare appropriate artefacts to effectively communicate the design vision, whether that's a high-fidelity prototype, information architecture map, or flow diagram.
- **Usability testing** - I plan & run formal usability studies as well as fortnightly informal testing to integrate user insights & feedback more tightly into an iterative development process.
- **Design System creation & implementation** - I was involved in helping my team set up a new Design System for Transmax, playing a key role in creating & contributing new components (e.g. Data Grid, Dropdown) and patterns.
- **Cross-functional collaboration** - I work within a product trio to guide our development team's roadmap, discovery, and delivery. As an ex-frontend developer, I am known for my ability to seamlessly bridge the technical gap between design and execution.
- Proficient in Figma for prototyping; Miro, Figjam for digital whiteboarding; Confluence, Notion, Sharepoint for documentation; Dovetail, Otter, Excel for research ops & analysis; Jira, Trello for delivery.

References available on request