

SUMMARY

Specializes in enterprise SaaS, data-rich administrative tools, reporting, analytics, integrations, and AI-assisted experiences. Brings end-to-end ownership across research, strategy, intricate workflows, accessible design, and cross-functional delivery. Combines systems thinking with experience in business, finance, operations, and technology to shape products that scale with purpose.

PRODUCT DESIGN EXPERIENCE

Product Designer

Absorb Software Inc. · Vancouver, BC · Remote

Oct 2023 – Nov 2025

- Owned end-to-end product design as the sole designer across five administrative teams, the mentoring platform, and learner mobile initiatives for an LMS serving 3,300+ organizations and 34 million users, balancing concurrent roadmaps and shared dependencies to deliver cohesive experiences at scale.
- Redesigned core reporting flows and built components within the existing LMS architecture, helping administrators reach actionable insights faster while establishing the foundation for more mature diagnostic analytics.
- Created an intervention logic model and administrative workflow for AI-assisted mentoring by combining lifecycle states, behavioural principles, triggers, and guardrails, enabling scalable, timely, and transparent engagement.
- Designed enterprise integration setup and management workflows, including webhooks, Workato connectors, SFTP, and SCIM, helping customers synchronize learner data and connect the LMS with their technology stack.
- Modernized legacy dashboards, reporting filters, settings, and rule-heavy workflows such as enrolment scheduling while creating reusable components for other teams, delivering a more consistent admin experience and accelerating delivery across teams.
- Led discovery and delivery through user interviews, usability testing, research synthesis, AI-assisted prototyping, cross-functional product triads, design critiques, and leadership presentations, strengthening decisions and alignment through implementation.
- Built an interactive organizational chart and workflows based on roles and permissions for multiple administrative levels, enabling organizations to securely view, edit, and manage their people and reporting structures.
- Applied WCAG standards across legacy admin interfaces, charts, and data visualizations using patterns, colour-independent indicators, cursor treatments, and configurable settings, supporting successful accessibility audits and inclusive use.

UI/UX Designer & Project Coordinator

Radical I/O Technologies Inc. · Vancouver, BC · Remote

Mar 2023 – Sep 2023

- Designed core features and the administrative console for SimpliCity, a headless Content Management System (CMS), enabling small, non-technical municipal teams to manage public-facing services and reuse content across omnichannel experiences.
- Streamlined permit, bylaw, and municipal service workflows for North Vancouver, making requirements easier to understand and public services easier to complete.
- Created intuitive content models and authoring workflows, improving usability while enabling scalable, reusable development.
- Managed roadmap updates, delivery goals, and cross-functional coordination across municipal clients, product, design, and engineering, improving alignment and project execution.

UI/UX Designer & Project Manager

Selected MVP Projects · Langara College · Vancouver, BC

Jan 2022 – Dec 2022

- Led cross-functional teams of up to 3 designers and 5 developers in delivering three MVPs across fintech, science, and sustainability, defining scope, estimating development work, and assigning responsibilities to meet fixed project deadlines.
- Conducted interviews, surveys, and usability tests across projects, including with higher-education faculty and students, translating findings into product requirements and validated design decisions.
- Designed a gamified trading app using real-time market data, a unified platform that digitized experiment workflows between professors and students, and a meal-planning app that optimized available ingredients, reduced waste, and lowered food costs.
- Built UI systems, high-fidelity prototypes, UX content, and product documentation from the ground up, presenting implementation and go-to-market plans that aligned technical teams and strengthened external pitches.

Assistant Manager

Sentosa Cove · Singapore

Jan 2018 – Jan 2021

- Streamlined operations by identifying workflow bottlenecks and implementing standardized procedures, improving operational performance.
- Identified customer needs by addressing enquiries and creating targeted digital content, increasing event bookings.
- Analyzed sales and inventory data through a point-of-sale system to guide cost-efficient purchasing, maintain supply levels, and reduce food waste.

Accounting Associate

Accenture Inc. · Manila, Philippines

Sep 2016 – Nov 2017

- Translated complex financial data into clear visualizations for international clients, supporting month-end reporting and business decisions.
- Investigated financial discrepancies to identify root causes and recommend process or system improvements, increasing the accuracy of reported profits.
- Trained more than 30 employees on Business Intelligence tools and project workflows, improving team readiness and onboarding efficiency.

Budget & Finance Consultant

Cooperative for Assistance and Relief Everywhere (CARE) · Manila, Philippines

Sep 2014 – July 2016

- Researched grant policies, contracts, and transaction records to ensure funding eligibility and responsible resource allocation.
- Collaborated with international team members to address documentation gaps and maintain audit-ready financial records.
- Managed account reconciliations, variance analysis, and journal entries across regional offices, supporting a timely month-end close.

EDUCATION

Web and Mobile App Design and Development, Post-Degree Diploma

Langara College · Vancouver, BC

Sep 2021 – Dec 2022

Honours with Distinction · GPA 3.93

Bachelor of Science in Business Management

De La Salle University · Manila, Philippines

May 2009 – Apr 2014

3rd Place, Industry Thesis Research · 1st Place, Business Simulation Tournament