JANINE ANN BUENASEDA

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SKILLS

UI/UX Design
Interaction Design
User Research
Wireframing
Prototyping
Web Development
HTML/CSS
Figma

EDUCATION

International Design Foundation
UX Design Course
Dec. 2020 - Present

Doctor of Medicine
FEU-NRMF
Aug. 2019 - Nov. 2020

B.S. Computer Science
Enverga University
2011-2015

University of Malaya
International Exchange Student
2014-2015

CAREER HISTORY

IDF
Dec. 2020 - Present

UX Design
- Learned the Fundamentals of Design Thinking
- Created 3 UX Design Projects
  - Siesta
  - WeVerse 2.0
  - Colourette 2.0

FEU-NRMF
Aug. 2019 - Nov. 2020

Medical Student
- Learned to empathetically view people holistically and not as patients who just need a diagnosis
- Learned to analyze every situation that more than meets the eye
- Collaborated with professionals with different backgrounds for presentations and resolution of topics

DXC Technology
Oct. 2015 - Aug. 2017

Service Access Manager (SAM) Service Owner
Regional Non-SAP Service Owner
- Collaborated with different teams for the completion of change related issues
- Ensured all critical request are closed within service level agreement
- Served as an escalation point for critical or urgent NON-SAP, SAP, and SAM concerns
- Written management reports and job-aid for various miscellaneous tasks
- Managed major incidents and communicated accordingly with clients

Security Project Manager
- SAP Code Profiler Project
- GSLF: Asia SNS Expansion
- Asia Load Builder Roll-outs (Asia LB)
- Handled projects wisely, timely communications sent to the user
- Managed SAP fulfillment requests and communicated accordingly with clients
- Commended for quick resolution of issues and commitment to providing support

Convergys
May 2015 - Aug. 2015

Customer Service Representative
Account: DirecTV
- Assisted with customer's queries
- Gave resolution on problems encountered