



# 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