

# 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

### SAP Applications Consultant

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

### Customer Service Representative

Convergys

May 2015 - Aug. 2015

Account: DirecTV

- Assisted with customer's queries
- Gave resolution on problems encountered

## MY UX CASE STUDIES

### Siesta



Siesta provides an easy way to schedule breaks during a continuous work or study session. Users can select from the 2020 rule, the Pomodoro technique, or set their own timer.

**My Process:** Empathize, Define, Ideate, Prototype, Test

**Deliverables:** User Research, User Flows, Sketching, Wireframing, UI, Prototyping

See the whole process [here](#).

### WeVerse 2.0



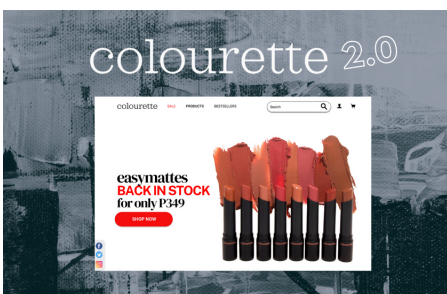
This is a redesign of the WeVerse iOS application, a fan community platform that hosts multimedia content and connect fans with BigHit artists. It is a place where fans can share their stories to their idols and also to other fans. I often use the WeVerse app to see updates from my favorite artist and I felt the current experience in using the app could be enhanced with a more refined user experience.

**My Process:** Empathize, Define, Ideate, Prototype, Test

**Deliverables:** User Research, Site Map/Information Architecture, Sketching, Wireframing, UI, Prototyping

See the whole process [here](#).

### Colourette 2.0



This is a redesign of the Colourette e-commerce site, a cosmetics brand that currently has a fast growing online presence because of their great and affordable range of makeup products. I'm a frequent customer of Colourette because of their great quality products. As I visit their website, I felt that the current site could be enhanced to have a more engaging user experience.

**My Process:** Empathize, Define, Ideate, Prototype, Test

**Deliverables:** User Research, Sketching, Wireframing, UI, Prototyping

See the whole process [here](#).