JUSTIN SAINT

UX / UI DESIGNER

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PROFESSIONAL SUMMARY

UX/UI Designer with a technical foundation in full-stack development and a multidisciplinary background in visual art and communications. Detail-oriented team player experienced in cross-department collaboration across corporate, entertainment, and tech environments. Quick to learn, empathetic, and proactive, with a passion for designing well-structured, concise projects resulting in user experiences that help improve the lives of others.

SKILLS

- **Design Tools**   Figma / FigJam, Adobe Photoshop, Procreate
- **UX Methods**   Wireframing, Prototyping, User Research, Usability Testing, Competitor Analysis, Information Architecture, Design Systems
- **UI Design**   Responsive Design, Mobile-First, Color Theory, Components
- **Frontend**   HTML5, CSS3 / SCSS / SMACSS, Javascript, PHP
- **Collaboration** Git / Github, Agile Methodologies, Client Handoff

EDUCATION

Computer Systems Technology, BCIT   Jan 2023 - May 2025
British Columbia Institute of Technology Computing Valedictorian (2025)

Global Makeup Artistry, Blanche MacDonald Centre   May 2011 - Apr 2012

Communications and Health Science, Simon Fraser University (SFU)   Sep 2006 - Apr 2010

PROJECTS

Cat Sanctuary Directory, *RAPS Cat Sanctuary*   Oct 2025 - present
- Conducted a survey and 1-on-1 interviews to understand how volunteers and staff identify over 500 cats and understand pain points in order to determine core app features
- Created a Figma component library and style guide to ensure scalable, consistent design
- Planned and facilitated usability testing sessions to gain feedback on layout and features

Event Booking Admin System, *Vancouver Oddfellows*   Apr 2025 - May 2025
- Wireframed and prototyped responsive desktop and mobile flows in Figma within two weeks, using reusable components to speed development and secure client approval
- Implemented a responsive UI based on the prototypes using PHP, HTML5, and CSS3
- Collaborated with four team members via Github and Discord, following Agile workflows
- Maintained communication with the client through weekly meetings and demos, documented client feedback, and created clear, concise handoff documentation

PROFESSIONAL EXPERIENCE

Chair of the School of Computing and Academic Studies, *BCITSA*   Jun 2023 - May 2024
- Hosted the QDS Hacks 2024 Hackathon, raising $11,000 in sponsorships and leading a team of 12 staff and 62 volunteers to support 180 student participants
- Collaborated cross-functionally with staff to improve communication workflows, redesign training documentation, and optimize communications regarding the Set Rep program
- Advocated for student needs by coordinating industry networking events, gathering feedback at student leadership meetings, and communicating insights to BCIT staff

Retention Agent Ambassador, *Telus*   May 2015 - Jan 2023
- Developed training guides, worksheets, and videos to standardize customer service and retention workflows across Telus Canadian and International campuses
- Collaborated with business analysts, management, and frontline agents to align training content with departmental key performance indicators (KPIs) and individual team goals
- Resolved complex customer concerns through empathetic listening, identifying needs, and tailoring solutions to improve customer satisfaction and retain customer loyalty

Freelance Makeup Artist for Stage and Film   Apr 2012 - Oct 2021
- Translated directors' visions into sketches and makeup demos in order to gather feedback, address concerns, and ensure consistency despite rigorous timelines
- Managed structured documentation for schedules, application procedures, and supplies to support coordination within the makeup team, as well as with cast and other crew
- Applied principles of color theory and light-dark contrast to transform performers, creating illusions of inhuman textures and facial structures using only makeup

VOLUNTEER EXPERIENCE

Cat Sanctuary Volunteer, *Regional Animal Protection Society (RAPS)*   Sep 2021 - present
- Caring for over 500 cats weekly by serving meals, cleaning, and providing affection
- Rehabilitating shy or fearful cats through consistent positive human interaction

Pride BCIT Co-Chair, *BCIT*   Aug 2024 - May 2025
- Organized inclusive events for 2SLGBTQIA+ events for BCIT students and staff, including drag shows and Pride BCIT booths at campus and external events
- Led a digital storytelling project highlighting queer innovators in tech and trades, published by BCIT and Polytechnics Canada