

# 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. Track record of identifying pain points for staff members and designing practical, user-focused tools and documentation that improved team efficiency and communication.

## SKILLS

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|-----------------|---|
| • Design Tools  | Figma / FigJam, Adobe Creative Cloud, 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, Javascript, PHP   |
| • Collaboration | Github, Agile Methodologies, Client Handoff   |

## EDUCATION

<b>Computer Systems Technology</b> , BCIT	Valedictorian, May 2025
<b>Global Makeup Artistry</b> , Blanche MacDonald Centre	April 2012
<b>Communications and Health Science</b> , Simon Fraser University (SFU)	April 2010

## PROJECTS

**Cat Sanctuary Directory**, RAPS Cat Sanctuary Oct 2025 - present

- Conducted four interviews and surveyed 36 volunteer and staff members to identify pain points and determine the core features for a mobile-first app for identifying over 500 cats
- Researched analogous tools, bird identification apps and pet adoption sites, to explore interaction patterns and shape information architecture decisions
- Developed prototypes and usability tests to evaluate layout clarity and user flow efficiency

*Skills Used:* User Research & Testing, Competitive Analysis, Figma / Figjam, Mobile-First, Prototyping

**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

*Skills Used:* Figma, Components, Prototyping, Wireframing, Responsive Design, GitHub, Client Handoff

## 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

*Skills Used:* Cross-Functional Collaboration, Stakeholder Communication, Team Management

### **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

*Skills Used:* Problem Solving, Workflow Standardization, Active Listening, KPI Alignment

### **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

*Skills Used:* Client Collaboration, Visual Design, Concept Sketches, Color Theory, Documentation

## 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