

JUSTIN SAINT

UX / UI DESIGNER

vancouver, bc • justinsaintdev@gmail.com • 778-772-5954 • justinsaintdev.com

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

- **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

- Computer Systems Technology**, BCIT *Valedictorian*, May 2025
- Global Makeup Artistry**, Blanche MacDonald Centre April 2012
- Communications and Health Science**, 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