

# Christina Thai

**UX Designer | Portfolio:** <https://cthaai.github.io/portfolio-website/>

Organized and detail-oriented management professional who values integrity, compassion, and equality. Offering extensive customer service experience across a variety of different industries along with strong leadership skills and a high level of accountability. Fast-learner that has proven to consistently meet productivity, business and customer service objectives.

## EDUCATION

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**UX DESIGN PROGRAM** – *CareerFoundry* – January to November 2022

**BACHELOR OF ARTS** – *Simon Fraser University* – September 2017 to May 2021

- + Double Minor in Sociology and Gender Studies

## UX SKILLS

- + User Research
- + Task Analysis
- + Information Architecture
- + Personas
- + Journey Maps
- + Usability Testing
- + Wireframing
- + Prototyping
- + Figma

## SOFTWARE

- + Sketch
- + InVision
- + Marvel
- + GitHub
- + Keynote
- + Office Suites
- + HTML
- + CSS

## PROJECTS

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**MAMAS** – *Responsive Pregnancy App* – 2022

- + Designed a health and wellbeing portal from concept to hand-off that allowed pregnant women to record their health/medical information and access general pregnancy-related features.
- + Conducted User Research and Usability Testing to gather insights for the creation of User Personas and User Journey Maps.
- + Iterated on Wireframes and Prototypes based on User Research and followed up with additional rounds of User Testing to ensure maximum efficiency.
- + Created the Design Documentation, Style Guide and Hi-Fidelity prototypes for design hand-off.

## LANGUAGES

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- + English (*Fluent*)
- + Vietnamese (*Proficient*)

## EXPERIENCE

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### **DIEN REALTY** – *Accounting Administrator* – 2020 to Present

- + Handle accounts payable and accounts receivable for all business accounts.
- + Create detailed journal entries, track and balance all income statements and expenses.
- + Formulate and reconcile monthly balance/income statements and issued monthly payroll.
- + Record and process monthly tax remittance, quarterly GST filings and yearly T4s
- + Daily data entry and financial reporting into accounting software (LoneWolf Technologies).

### **CACTUS CLUB CAFE** – *Office Manager* – 2019 to 2020

- + Prepared payroll data for 100+ employees while upholding confidentiality expectations.
- + Organized and tracked Accounts Payable of store based invoices via Excel and RosNet.
- + Processed and accurately balanced all cash received, including tip outs.
- + Met deadlines with data entry of weekly numbers to be submitted to Head Office.
- + Updated and input all current/new employee HR information via Squirrel and Ultipro.

### **SUTTON CENTRE REALTY** – *Reception | Conveyancer* – 2017 to 2019

- + Kept reception area clean and neat to give visitors positive first impression.
- + Answered telephone calls to field inquiries from clients and customers seeking information.
- + Process contracts for sale/purchase of real estate.
- + Handled filing systems for both short and traditional real estate transactions.

### **BAO DOWN GASTROPUB** – *Manager | Bartender | Server* – 2015 to 2017

- + Hired, trained and mentored staff to maximize effectiveness and created bi-weekly schedule.
- + Purchased and managed monthly inventories of raw materials and components on work floor.
- + Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.
- + Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.