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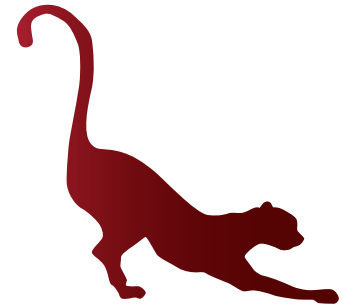
richelletiongson.com

LINKEDIN

linkedin.com/in/richelle-tiongson

Richelle Tiongson

UI/UX DESIGNER



SUMMARY

I'm a curious and creative UX/UI Designer, who loves traveling and exploring! I enjoy incorporating my experiences into my work. Understanding various perspectives empowers me to create more meaningful, reflective, and thought-provoking designs.

DESIGN EXPERIENCE

Co-UI/UX Design Lead

Jargon – September 2025 to December 2025

Conducted user research and synthesized insights to inform UI/UX decisions, resulting in a more intuitive and user-aligned experience.

Designed UI/UX flows and visual interfaces using wire-framing and prototyping tools, leading to clearer navigation and improved usability.

Created marketing and brand collateral (social media assets, brochure, business cards) by applying visual design and messaging strategy, resulting in cohesive brand communication.

Collaborated as Co-UI/UX Design Lead to align research, design, and development efforts, resulting in a unified product experience.

EDUCATION

Digital Design and Development Diploma

British Columbia Institute of Technology, Burnaby BC – In Progress

Designed and prototyped the interface of apps to create a visually appealing and logical flow for potential users of the app

Designed responsive and accessible websites using code and interface design usability knowledge to ensure a user-friendly and accessible interface

SKILLS

Design

- Use Centered Design
- Web Design
- Adobe Illustrator
- Adobe After Effects
- Adobe InDesign
- Adobe Photoshop
- Figma
- Canva
- Microsoft Office Suite
- Google Suite

Development

- Javascript
- Java
- Git/Github
- HTML 5
- CSS 3 /SCSS
- React/Next.js
- Bootstrap
- Visual Studio Code
- Wordpress
- MySQL

Personal

- Project Management
- Agile Project Management
- Content Marketing
- SEO
- Technical Writing
- Professional Communication
- 2 Languages, Speaking and Read (English and Tagalog)

WORK EXPERIENCE

Office Administrator

Reform Physiotherapy and Health Ltd., Burnaby BC — September 2025 to Current

Managed front-desk operations including patient intake, scheduling, and inquiries, resulting in smooth daily clinic workflow

Communicated with patients in person, by phone, and email using strong customer service skills, resulting in a positive and professional patient experience

Processed billing, payments, and insurance documentation with accuracy and attention to detail, resulting in timely and error-free transactions

Maintained confidential patient records by following healthcare privacy protocols, resulting in secure and compliant clinic operations

Food and Beverage Supervisor

Pacific National Exhibition, Vancouver BC — May 2019 to September 2025

Resolved conflicts and provided quick and critical problem solving solutions to continue a smooth workflow and team collaboration

Monitored employee productivity and provided constructive feedback to improve efficiency of the workplace

Organized workflow and ensured that employees understood their duties or delegated tasks

Provided excellent customer service to ensure a high level of guest experience and satisfaction

Retail Sales Associate

Little Burgundy, Vancouver BC — September 2023 to March 2025

Detailed the sales floor and ensured displays are organized and presentable for customers to more efficiently and effectively locate products as well as for staff to be able to keep track of inventory

Operated cash registers and processed transactions to ensure a smooth finish of customers' purchase experience and balanced cash register

VOLUNTEER EXPERIENCE

Covid-19 Community Response — Senior Check-In Volunteer

Collingwood Neighbourhood House, Vancouver BC — March 2020 to August 2020

Conducted regular wellness check-in calls for seniors to provide social support and assess needs.

Fostered a sense of community and safety through compassionate and proactive communication.

Coordinated grocery and medication orders to ensure timely delivery, addressing accessibility challenges.

Office Assistant Volunteer

Collingwood Neighbourhood House, Vancouver BC — February 2017 to March 2019

Organized and sustained stock room with office supplies to ensure no disruptions in the workflow

Performed independent tasks that further developed independence, problem-solving, and critical thinking skills

Communicated with supervisor, staff and community members respectfully and effectively in order to efficiently fulfill office needs and assigned tasks

INTERESTS

Traveling

Experiencing new cultures and how they influence design perspectives.

Scrapbooking

Combining photos, text, and decorative elements in an organized and creative way.

Cinephilia

Passionate about exploring diverse genres and storytelling techniques, as well as exploring how cinematography and visual design influence mood and perception.

AWARDS

First Honours — 2022

Notre Dame Regional Secondary School

Principal's List — 2021

Notre Dame Regional Secondary School