

HENEDINA SHANICE A. GARCIA

+639176252488 | shanice.garcia@gmail.com | shanicegarcia.com

Shanice is an IT and operations project manager utilizing her background in graphic design, design thinking and user voice to plan, develop and implement solutions in technology and teams to improve services and processes through quality, service and change management.

Experience

Globe Telecom, Present

Customer Experience Readiness Manager

Manages and leads internal and external projects focused on strategy and customer experience from business until closure within project constraints. Responsible for daily communications and formal project reviews with key stakeholders. Manages changes in project scope, identify potential crises, and devise contingency plans.

MediLink Network, 2019 - 2020

Project Manager

Manages a variety of teams and projects that enable a more efficient, transparent, and accountable health ecosystem. Monitors and evaluates progress and quality on a regular basis, as well as managing issue resolution process to ensure corrective actions are taken. Projects handled include systems development for top insurance companies in the Philippines, fraud analytics and point-of-sale enhancements.

Service Manager and Document Controller

Responsible for overall development, implementation, and maintenance of the organization's Quality (ISO 9001-2015) and Service (ISO/IEC 20000) Management Systems. Manages the timely, accurate and efficient preparation and management of documents relevant to the company's operations.

Canva, 2018 - 2019

Project Manager

Reviewed various sets of data from surveys plus user usage and presented projects for development to the team. Scoped each project, managed through any engineering group at Canva, reported results to top management and drove projects to completion. Projects worked on include launching new product lines, new region availability and improvements to order check out flow.

2017

Prepress Lead

Built team and management of prepress graphic designers based in Manila. Responsible for ensuring the Canva Print product is producing quality and print-ready designs, resulting in less than 0.5% designer error rate. Also assisted in product photography and brand and content marketing.

Fusion Yearbooks, 2019 - 2015

Production Manager & Graphic Designer

Managed a design team based in Manila. Responsible for ensuring that projects are properly prepared and sent for production. Created layout design, element design, illustration, vector design and curated design. Also assisted in social media graphics, copywriting and marketing.

Ateneo de Manila University, 2014

Part-time Lecturer

Taught a class on Print & Publication techniques and concepts for the university's Fine Arts Department.

HENEDINA SHANICE A. GARCIA

+639176252488 | shanice.garcia@gmail.com | shanicegarcia.com

Philippine Canadian Inquirer, 2014 – 2013

Graphic Designer

Created layout for the print version of the Philippine Canadian Inquirer, the first and only Filipino-Canadian newspaper distributed all throughout Canada. Also responsible for editing/retouching advertisements, designing the website and online newsletters for the paper.

Education

Asian Institute of Management

Master of Science in Innovation and Business, 2020

AIM Grant-in-Aid recipient

Classes taken: Innovation strategy, Operations management, Strategic management, Accounting, Managerial economics, Data visualization and storytelling, Artificial intelligence, Marketing strategy

Ateneo de Manila University

Bachelor of Fine Arts, Major in Information Design, 2013

Classes taken: Design theory and history, Information architecture, Visual communication, Graphic design, Design thinking, Typography, Web design, Print design, Branding

Certifications

IT Information Library Foundation Certification

AXELOS

Issued September 2019, *Credential ID GR671056756HG*

Lean Six Sigma Yellow Belt

Process Doctors Academy

Issued August 2020, *Credential ID LSSYB-1597575759-2001-998*

Certified Innovation Professional

Global Innovation Management Institute

Issued August 2020, Expires August 2025, *Credential ID 35720350-e46f-11ea-96b8-8b331a3baf6*

Certified Innovation Master

Global Innovation Management Institute

Issued August 2020, Expires August 2025, *Credential ID 4ae0c500-e46f-11ea-8ca1-4ba56cab4449*

Skills & Interests

Project management

Experience in planning, executing and closing development for projects affecting product and tools used by internal teams and external clients. Coordinated with different stakeholders to document business requirements. Worked with various development teams to deliver a product. Experience in managing through projects using Waterfall and Agile methods.

Product management

Helped in developing new features based from customer feedback and voice of customer activities, Initiated and completing service improvement projects and launching new features to different service areas. Experience in using tools such as JIRA, Smartsheet, Airtable and Confluence and managing data through SQL and tools such as Mode Analytics and Tableau.

HENEDINA SHANICE A. GARCIA

+639176252488 | shanice.garcia@gmail.com | shanicegarcia.com

Design thinking

Create solutions that are deeply rooted in empathic understanding of the problem. Develop and implement new engineering projects by collecting and analysing feedback received.

Graphic design

Strong experience in creating artworks for different print and web collateral. Strong knowledge and application experience of graphic design foundation and skills. Mastery in Adobe Creative Suite programs such as InDesign and Illustrator and high proficiency in Photoshop and XD.

Change management

Responsible for designing, implementing and managing effective change management activities for process and system improvements. Evangelized adoption of ISO-defined standards throughout IT organization by bringing increased visibility and monitoring compliance to processes.

People growth and management

Develop new roles and improving existing as necessary. Ensured good team fit by being part of the recruitment process. Experience in creating and implementing training plans for new hires and regular coaching and feedback sessions that ensures the growth of each member from on-boarding to regularization.

Teaching & Speaking Engagements

Speaker

Innovation Talk Series: The Art of Innovation
Organized by Asian Institute of Management, 2019

Speaker

Let's Get Down To Business: Discussions on managing start up business, financial challenges and branding
Organized by ditto.socials, 2019

Speaker

ARTiculation: Basic Design Theory
Organized by Ateneo Lingua Ars Cultura, 2018

Speaker

Dear Artist: Art & Design Camp
Organized by Works of Heart, 2016

Student Facilitator, Introduction to Ateneo Culture and Traditions Program

Ateneo de Manila University, 2010-2012

Handled freshmen blocks and served as their facilitator for a whole school year for a course on what they need to know about their stay in the university. Some of the modules I have conducted include prayer sessions, team building activities and exposure trips.