Christine Nicole Ramos

Product/UX designer • Blending tech and creatives to produce rooted, customer-centric, and purpose-driven products • Creativity with care

⦿ Metro Manila, PH

Portfolio link

Portfolio file

View profile on Dweet

Links

in LinkedIn

Languages

English (Fluent)

Tagalog (Native)

Japanese (Basic)

About

 6+ years in the tech industry, with a vast knowledge and skills in Support/Operations (including People Management), Project Management, Product Management and Product/UX design.

 A creative and highly-organized individual, part of the #WomenInTech group. Advocate of continuous learning. Always open to new technologies and diversity in the field. A team player, but can also work in her own independent ways to make critical decisions and navigate her way through different challenges creatively.

 A gamer, personal finance enthusiast, and lover of the arts/design space. You can always find me travelling, speeding through all kinds of books, food explorations, astrology, or spending time with dogs.

BRANDS WORKED WITH

Appficiency Inc.   DTSI Group (Diversified Technology Solutions International)

NetSuite

Experience

● Jr. Technical Product Manager

Appficiency Inc. | Nov 2022 - Mar 2023

*Works together with the Sr. Technical Product Manager to deliver mature software products concentrated on the Construction vertical
*Rallies between Product Engineering, Product Development, Sales, Marketing, and Delivery teams to cater to customer requests and deliver products/features that are most beneficial
*Reviews product and feature backlog requests on a monthly and quarterly basis to ensure that proper prioritization with regards to latest business use case and urgency are considered
*Researches on competitors and features used widely in the Construction vertical to leverage strength and opportunities and make better product decision
*Investigates and troubleshoots product bugs and assesses if it should be resolved as a defect or enhancement
*Researches on UI design and UX best practices and apply them on product/feature design. TPM also acts as the Product Designer in the team.

Mas kaunti

● Product Support Manager

NetSuite | Jan 2020 - Oct 2022

*Trained in Site Builder, SuiteCommerce/SCA, UI and Web Performance, Mobile Application, SuiteCommerce In-Store (SCIS), SuiteCloud, SuiteBuilder, CRM, and Order-to-Cash
*Oversees operations of a dedicated team, primarily for SuiteCommerce and NS Mobile Application
*Back-up manager for other Omni-Channel products such a SuiteCommerce In Store and NetSuite Point of Sale
*Serves as a liaison between Support, Product Managers, QAs, Developers, Account Managers, and other stakeholders across the board
*Heading major projects in our department (acts as project manager) such as creation and analysis of department-wide goals, process for new integration products, global training rollout, and etc.

Product Support Enablement (Technical Analyst)

NetSuite | Jan 2019 - Jan 2020

*Part of an agile and experience team compromising of seniors that takes the lead to conduct holistic (people, process, technology) reviews of upcoming NetSuite service functionalities and changes to ensure reliability, availability, and serviceability for NetSuite Customer Support, NetSuite Product Team, and customers
*An end-to-end project manager of different big projects affecting different departments both for NetSuite and Oracle
*Does scoping, resource allocation, and overall analysis of a project before it gets rolled out to major stakeholders and departments affected

Associate Technical Support Engineer (SuiteCommerce)

NetSuite | Apr 2017 - Dec 2018

*Handles Site Builder, SuiteCommerce, SuiteCommerce Advanced, Mobile Application, and NetSuite UI and web performance
*Caters to troubleshooting and investigating customers concerns and follows Service Level Time agreement in closing or resolving their problems
*Senior point-of-contact for complex, escalated, or high-level cases and new features for the *SuiteCommerce product
*Defect draft graduate and Pioneer Level 3 Support Representative

IT Internal Technical Support

DTSI Group (Diversified Technology Solutions International) | Jun 2016 - Nov 2016

IT intern

Education & Training

2013 - 2017   ### Mapua Institute of Technology

Bachelor's degree, Bachelor of Science in Information Technology