

Danielle Quan

Operations • Finance • Technical Support • Systems Implementation

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SUMMARY

Cross-functional professional with 10+ years of experience across financial management, technical support operations, and systems implementation in startup and enterprise environments. Track record of building things from scratch such as support infrastructure, financial systems, internal tooling, and live platform features, and owning them end to end. Fast learner who adapts quickly to new tools, industries, and environments. Comfortable working independently, remotely, and across time zones.

EMPLOYMENT HISTORY

Game Designer

Aug 2025 – Present

Pixels / Banger Inc.

- Design and balance game systems including economy structures, item properties, and entity behaviors; implement in-game objects and entities using Pixscript (custom scripting language) in live production systems.
- Lead cross-functional feature delivery — defining requirements, coordinating Engineering, Product, Support, and Community stakeholders, and managing release timelines.
- Design and execute UAT cycles; build internal tracking dashboards and tooling to monitor KPIs and surface insights for decision-making.
- Drove measurable improvement in key player retention metrics (RORS: 0.3 → ~1.5) through data-driven system analysis and structured iteration.

Head of Support & Community Operations

Nov 15, 2023 – Present

Pixels / Banger Inc.

- Built the company's entire support infrastructure from scratch — ticket workflows, routing logic, escalation frameworks, automation, and help center documentation.
- Served as primary liaison between Support and Engineering — reproducing bugs, diagnosing API and system-logic issues, and converting player reports into structured development tickets.
- Delivered structured weekly executive reporting on player sentiment, bug trends, operational KPIs, and feature requests — directly informing product and leadership decisions.
- Designed and launched a full appeals case management system; maintained Retool dashboards and coordinated community management across Discord and support channels.

Financial Controller & IT Manager

Nov 2014 – Jun 2023

Belize Sustainable Agriculture Ltd.

- Managed full-cycle accounting across multiple entities — AP/AR, bank reconciliations, payroll, GL maintenance, financial statement preparation, and audit compliance.
- Led annual budgeting and multi-year forecasting; conducted variance analysis and presented findings to senior leadership for capital planning decisions.
- Managed full ERP migration from QuickBooks → Microsoft Dynamics 365, including requirements, data migration, testing, and staff training.
- Built custom internal databases for HR, payroll, and asset tracking; provided full IT support across hardware, networking, and systems.

Accountant

W Group Companies | Jan – Dec 2018

- Prepared consolidated financial statements; delivered structured financial analysis and reporting to ownership across multiple entities.

Accountant

Commodities Services & Energy Ltd. | Aug – Dec 2017

- Managed full-cycle bookkeeping and financial operations; prepared financial statements and advised ownership on financial strategy.

TECHNICAL PROJECTS

PixelLore Website

React/Node wiki platform integrated with external APIs; built frontend components and backend data handling logic. Aug 2023 – Present

Discord Bot (DiscordJS / NodeJS)

Designed Discord Bot with event handling, conditional flows, API integrations, Queueing system, and other admin features. Nov 2023 – Present

TOOLS & SKILLS

Finance: QuickBooks, Microsoft Dynamics 365, Excel (Advanced — modelling, pivot tables, forecasting), Google Sheets

Technical: ReactJS, NodeJS, MongoDB, REST APIs, HTML/CSS, DiscordJS, Pixscript

Support/Ops: Intercom, Retool, Slack, Notion, Google Workspace, SOP Design, Workflow Automation

Methods: Full-cycle accounting, UAT, bug triage, feature specs, economy balancing, process optimization

EDUCATION

University of Belize

Associates — Business Science
2010 – 2012

University of Belize

Associates — Computer Science
2009 – 2011

St. Catherine's Academy

Diploma in Business Arts
2005 – 2009