

Danielle Quan

Implementation Manager • Systems & Process Design
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SUMMARY

Implementation and design management professional with 10+ years of cross-functional experience delivering complex technical projects end-to-end. Proven track record coordinating engineering, product, and support teams in fast-moving SaaS and Web3 environments. Skilled in UAT, requirements definition, system rollout, and building documentation and tooling that drives operational scale.

EMPLOYMENT HISTORY

Game Designer

Aug 2025 – Present

Pixels / Banger Inc.

- Led end-to-end implementation of platform features — defining requirements, coordinating Engineering, Product, Support & Community stakeholders, and managing release timelines.
- Implemented in-game items, objects, and entities using Pixscript (custom coding language), translating design specs into functional game logic within live production systems.
- Designed and executed UAT cycles; documented edge cases and validated system behavior pre-launch to ensure feature readiness.
- Built data-driven models to refine system behavior; improved key retention metric (RORS) from 0.3 → ~1.5 through structured iteration and analysis.
- Created structured rollout plans, internal tooling, and SOPs to improve release visibility and reduce cross-team ambiguity.

Head of Support & Community Operations

Nov 15, 2023 – Present

Pixels / Banger Inc.

- Architected the company's full support infrastructure from scratch — ticket workflows, routing logic, escalation frameworks, and help center documentation.
- Served as primary liaison between Support and Engineering, reproducing bugs, diagnosing API/system-logic issues, and converting customer reports into development tickets.
- Deployed Intercom automation workflows reducing manual processing; built Retool dashboards for real-time ops monitoring and weekly executive reporting.
- Designed and launched a full appeals case management system with structured case history, bot-detection improvements, and resolution pathway tracking.

Financial Controller & IT Manager

Nov 2014 – Jun 2023

Belize Sustainable Agriculture Ltd.

- Led ERP migration from QuickBooks → Microsoft Dynamics 365 — scoped requirements, coordinated vendors, managed testing and post-migration data validation.
- Built custom internal databases for HR, payroll, equipment tracking, and operations; provided full IT support across hardware, networking, and systems.
- Managed financial operations for multiple entities: data entry, audits, consolidation, budgeting, and forecasting. Progressed: Finance Associate → Administrator → Controller.

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

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

PM & Ops: Intercom, Jira, Retool, Notion, Slack, Google Workspace

Methods: UAT, Feature Specs, Prototyping, Workflow Automation, SOP Design, Bug Tracking

Finance: Dynamics 365, QuickBooks, Excel (Advanced)

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