

Danielle Quan

Operations • Workflow Design & Automation • Cross-Functional Systems

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SUMMARY

Operations professional with 10+ years of experience building and optimizing cross-functional infrastructure across gaming, fintech, and agriculture. Track record of designing scalable workflows, building internal tooling and dashboards, enforcing SOPs, and improving operational performance through structured reporting and data-driven decision-making.

EMPLOYMENT HISTORY

Game Designer

Aug 2025 – Present

Pixels / Banger Inc.

- Owned cross-functional delivery of platform features — coordinating Engineering, Product, Support, and Community from scoping through release.
- Built data-driven models and internal tooling to track system performance, flag issues, and inform operational decision-making.
- Created structured rollout plans, SOPs, and documentation to standardize execution and reduce ambiguity across teams.
- Improved key operational metric (RORS) from 0.3 → ~1.5 through structured analysis, iteration, and cross-team alignment.

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, macros, and help center documentation.
- Implemented automation workflows in Intercom to reduce manual overhead; built Retool dashboards for real-time ops monitoring and executive reporting.
- Designed and enforced SOPs and internal controls to ensure process consistency, accountability, and audit-readiness across teams.
- Managed vendor communications, service subscriptions, and digital record organization, maintaining oversight of operational expenditure.
- Delivered structured weekly performance reporting to leadership covering operational KPIs, bug trends, and customer sentiment.

Financial Controller & IT Manager

Nov 2014 – Jun 2023

Belize Sustainable Agriculture Ltd.

- Led all financial and operational functions across multiple company entities — financial reporting, compliance, budgeting, forecasting, and cross-departmental coordination.
- Managed full ERP migration (QuickBooks → Dynamics 365): scoped requirements, coordinated vendors, managed testing, and validated data post-go-live.
- Designed and built custom internal databases for HR, payroll, equipment, and operational assets — replacing manual processes and improving data integrity company-wide.
- Provided full IT support across hardware, networking, and systems maintenance; progressed Finance Associate → Administrator → Controller over 9 years.

TOOLS & SKILLS

Ops Tools: Intercom, Retool, Notion, Slack, Google Workspace, Microsoft Office Suite

Technical: ReactJS, NodeJS, REST APIs, MongoDB — applied to internal tooling and automation

Finance: Microsoft Dynamics 365, QuickBooks, Excel (Advanced)

Methods: SOP Design, Workflow Automation, Process Optimization, KPI Reporting, Vendor Management

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