Sim Mirin

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Moving into UX design from pharmaceutical quality, where a missed detail reaches a patient. I led Singapore's first cell therapy Health Authority audit to zero critical findings, kept eight years of regulatory audits free of compliance gaps, and held 100% licence standing as sole contact to the health authority. That work came down to making complicated systems clear enough for people to follow, and tracing failures back to their cause. I design for the same result now: fewer errors, and fewer surprises.

KEY SKILLS

User Research · User Interviews · Usability Testing · Wireframing · UI Design · High-Fidelity Prototyping · Information Architecture · Risk-Aware Design · Systems Thinking · Stakeholder Communication · Figma · Claude Code · GitHub · Microsoft Office

UX DESIGN PROJECTS

General Assembly

UX Design Bootcamp Graduate — Mar 2026 to May 2026

Project-based UX training simulating real-world product teams. Designed end-to-end mobile apps and responsive websites using AI-assisted workflows in Figma and Claude, translating user research into iterative, user-centred solutions through usability testing, synthesis and prototyping. All four are concept projects.

- AXS | MOBILE APP REDESIGN Redesigned the AXS Vault feature to help first jobbers monitor growing bill obligations and young couples manage shared household finances.
- HEALTHHUB | MOBILE APP FEATURE CONCEPT Designed a Medication Reminder feature enabling users to set up reminders with minimal effort, syncing with existing prescriptions.
- JEWELLERY E-COMMERCE | END-TO-END WEBSITE Designed the online shopping experience for a multi-merchant platform carrying curated and handcrafted pieces.
- HOME MAINTENANCE & REPAIR | END-TO-END MOBILE APP Designed a home-services app helping users book reliable providers under time pressure, making provider commitment visible, mutual and verifiable.

PROFESSIONAL EXPERIENCE

Novartis (Singapore) Pte Ltd

CPO GMP Quality Manager — Dec 2017 to Feb 2026

- Zero critical findings in Singapore's first cell therapy (CTGTP/Kymriah) Health Authority audit, which I led and presented to senior stakeholders after building the regulatory readiness for it.
- Zero compliance gaps across eight years of GDP, Controlled Drugs and Import Licence remote HA audits, coordinating preparation, documentation and CAPA follow-up across cross-functional teams.
- Zero product stock-outs or withdrawals, by preventing regulatory non-compliance before it reached supply.
- 100% licence standing with HSA as sole primary contact for product defect reporting and market surveillance, while executing the Business Continuity Plan and chairing the Site Quality Review Board.
- PROCESS MIGRATION & GOVERNANCE Ensured zero disruption to daily GMP operations during the full integration of Sandoz into the Novartis Quality framework, single-handedly aligning all systems and documentation to Novartis standards.
- PROCESS SIMPLIFICATION ACROSS DIVISIONS Simplified global batch release and contributed to cross-divisional standardisation projects covering e-labelling, E-RMP and packaging.
- STAKEHOLDER COLLABORATION Accelerated cross-functional alignment by communicating country-specific GxP requirements to global teams, initiating remediation activities, and mentoring interns and temporary staff.

Teva Pharmaceutical Investments SG Pte Ltd

Commercial Quality Manager — Nov 2016 to Nov 2017

- Zero regulatory rejections for drug product and artwork releases in Singapore and Malaysia.

- STANDARDS COMPLIANCE ACROSS PRODUCT LINES Maintained regulatory compliance across 4 markets as sole quality lead by implementing Global Quality System documents, authoring Taiwan FDA-specific responses, and supporting PIC/S GDP applications.
- TRIAGING AND RESOLVING CUSTOMER ISSUES Managed all technical complaints and customer queries to resolution, maintaining response quality and timelines across 4 markets.

Novartis (Singapore) Pte Ltd

QA GMP Associate — Aug 2013 to Oct 2016

- PROBLEM FRAMING & ROOT CAUSE ANALYSIS Maintained uninterrupted GMP/GCP compliance as the sole QA GMP resource by independently managing deviations, investigations, recalls, CAPA and all QMS documentation.
- VERSION CONTROL & CHANGE CONTROL Strengthened site audit readiness by leading document control, change control and QMS continuous improvement activities.
- TEAM ONBOARDING & KNOWLEDGE TRANSFER Built cross-functional compliance capability by delivering GMP induction training and participating in emergency management and quality committees.

GlaxoSmithKline Biologicals

Senior QC Analyst — Apr 2010 to Aug 2013

- TESTING & VALIDATION METHODOLOGY Unblocked a multi-year stalled validation of a high-complexity GAMP 5 FT-NIR system by independently executing OQ/PQ qualification, completing within 2 years what the organisation had not progressed since purchase.
- FIXING RECURRING FAILURES AT THE SOURCE Reduced repeat investigations by leading laboratory CAPA processes and strengthening root cause analysis practices across the QC team.
- TRAINING FACILITATION & TEAM CAPABILITY BUILDING Raised team technical capability and morale by delivering training programmes and peer reviews supporting skill development and audit preparedness.

Yeo Hiap Seng Limited

Technical Executive — Sep 2008 to Oct 2009

Kemin Industries / Nutrisurance Asia Pte Ltd

Laboratory Technologist to Chemist — May 2000 to Apr 2008

QUALIFICATION & CERTIFICATION

NUS-ISS | Service Design (Health Services) | 2026
General Assembly | User Experience Design Bootcamp | 2026
Lean Six Sigma Green Belt | 2020
University of London | BSc (Hons) Management | 2006