

Sim Mirin

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UX designer with a background in pharmaceutical quality, regulatory compliance and risk management. Simplified complex systems and standardised processes across markets and business units as the sole quality lead. Now applying that to digital products, giving failure states the same attention as the main flow.

KEY SKILLS

User Research | User Interviews | Usability Testing | Wireframing | UI Design | High-Fidelity Prototyping | Information Architecture | Design System Documentation | Systems Thinking | Risk-Aware Design | Stakeholder Communication

TOOLS

Figma | Claude Code | GitHub

UX DESIGN PROJECTS

General Assembly | UX Design Bootcamp Graduate

Mar 2026 to May 2026

Project-based UX training simulating real-world product teams. Took each project from user research and synthesis through wireframes, flow diagrams and high-fidelity prototypes in Figma and Claude, iterating through usability testing before final designs. Three of the four are concept projects; AXS was a capstone engagement with a live client.

- [AXS | BILL PAYMENT APP FEATURE](#) Capstone project with AXS as live client. Ran a design challenge workshop with the AXS team, then redesigned the AXS Vault feature to help first jobbers monitor growing bill obligations and young couples manage shared household finances, working from AXS's existing design library and testing the final prototype with five users.
- [HEALTHHUB | GOVERNMENT HEALTH APP FEATURE](#) Designed a Medication Reminder feature for Singapore's national health platform, enabling reminder setup with minimal effort and syncing with existing prescriptions to reduce missed and duplicate doses. Validated through usability testing with five participants, iterated on the findings, and presented the results.
- [DAZZLE DEW | E-COMMERCE WEBSITE](#) Designed the information architecture and end-to-end shopping experience for a multi-merchant e-commerce platform carrying curated and handcrafted pieces, adding a size guide and comparison feature to remove the cost and sizing hesitation that stalls a purchase.
- [FIXEDIN | HOME SERVICES BOOKING APP](#) Designed a responsive home-services app helping users book reliable providers under time pressure, making provider commitment visible, mutual and verifiable. Documented the accompanying design system in a guidelines file covering colour, typography, spacing and an 8px radius system.

PROFESSIONAL EXPERIENCE

Novartis (Singapore) Pte Ltd | CPO GMP Quality Manager

Dec 2017 to Feb 2026

- Led regulatory readiness activities for Singapore's first cell therapy (CTGTP/Kymriah) Health Authority audit, presenting outcomes to senior leadership.
- Maintained compliance across GDP, Controlled Drugs and Import Licence audits throughout eight years of Health Authority inspections.
- Served as primary liaison with the Health Sciences Authority (HSA) for product defect reporting, market surveillance and licence management.
- Chaired Site Quality Review Board meetings and supported Business Continuity Plan execution to keep operations and regulatory compliance uninterrupted.
- Managed the integration of Sandoz operations into the Novartis Quality framework, transitioning quality systems, processes and documentation without disruption to GMP activities.
- Simplified global batch release processes and contributed to cross-divisional standardisation initiatives covering e-labelling, electronic risk management plans (E-RMP) and packaging compliance.

- Collaborated with regional and global stakeholders to interpret and implement country-specific GxP requirements, keeping corporate and regulatory standards aligned.
- Initiated and coordinated remediation activities to address compliance risks, strengthen quality systems and improve operational effectiveness.
- Mentored interns and temporary staff, providing training and guidance on quality processes, compliance requirements and best practices.
- Supported continuous improvement through risk assessment, root cause analysis, CAPA management, process optimisation and quality governance.

Key achievements

- Zero critical findings in Singapore's first cell therapy Health Authority audit.
- Zero compliance gaps across multiple regulatory audits over eight years.
- Zero product stock-outs or market withdrawals related to regulatory non-compliance.
- 100% licence standing maintained with the Health Sciences Authority.

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.
- 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.
- 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

- Maintained uninterrupted GMP/GCP compliance as the sole QA GMP resource by independently managing deviations, investigations, recalls, CAPA and all QMS documentation.
- Strengthened site audit readiness by leading document control, change control and QMS continuous improvement activities.
- 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

- 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.
- Reduced repeat investigations by leading laboratory CAPA processes and strengthening root cause analysis practices across the QC team.
- Raised team technical capability and morale by delivering training programmes and peer reviews supporting skill development and audit preparedness.

QUALIFICATION & CERTIFICATION

NUS-ISS | Service Design | 2026

General Assembly | User Experience Design Bootcamp | 2026

University of London | BSc (Hons) Management | 2006