

Tevin Turner

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SUMMARY

Business System Analyst with 2 years of experience with stakeholder management and building responsive, user-friendly web interfaces. Proficient in HTML, CSS, and JavaScript and eager to apply my skills and knowledge to a Front-End Developer role and grow as a professional in the field.

EXPERIENCE

Business System Analyst | Deloitte | Raleigh, NC | July 2021 - Present

- Led the successful implementation of 3 technical projects for B2B enterprise customers through customer-centric project management, improving customer satisfaction scores by 20% within the first 6 months.
- Developed and implemented an automated email workflow for an internal web application using PowerAutomate, PowerApps, and SharePoint, designed to increase customer response turn around time by 50%.
- Developed a comprehensive training program for new customer onboarding specialists by hosting training sessions and creating guidance documents, resulting in a 50% increase in team velocity.
- Implemented password authentication technology to protect the identities of 30,000+ customers in 100+ geographies through technical project management, which led to receiving the Deloitte Global Applause Award in Q3 FY23.
- Led user acceptance testing (UAT) for new product launches through validating product functionality against use cases, which increased user experience by 60%.
- Collaborate cross-functionally with Product Development and Engineering Teams to identify and implement new product features and improvements, increasing brand loyalty by 20%.

PROJECTS

ToWeR X (Total Wellness Relaxation Experience) | April 2023 - Present

- Developed a desktop application using HTML, CSS, and JavaScript designed to decrease stress and anxiety for corporate employees by 50%.
- Designed a custom UI (User Interface) using Figma for modern UX (user experience) and increase end-user engagement by 25%.

EDUCATION

Bachelor of Computer Science - Computer Science | Auburn University | Auburn, AL | 2021

Bachelor of Arts - Psychology | Emory & Henry College | Emory, VA | 2016

SKILLS

Technical: HTML, CSS, JavaScript, JSON

Software: Trello/JIRA/Confluence, Slack, Google Meet, SharePoint, Excel, PowerBI, Google Analytics, Azure DevOps, Figma, Mural, WordPress, Power Automate, Power Apps, Visual Studio, VS Code, Git, Sublime, AJAX

Business: Web Development, Customer Success Management, Customer Engagement, Project Management, Software Project Management, Requirements Analysis, Risk Management, Process Improvement, Enterprise Software, Business Intelligence, Customer Behavior, Key Performance Indicator (KPI), Objective & Key Result (OKR), Customer Feedback, Customer Lifetime Value

Design: Design Thinking, User Experience Design, User Interface Design, Web Design, Mobile Design, User Acceptance Testing, User Requirements, Wireframing

Strategy: Cross Functional Team Lead, Agile/Scrum/Kanban, Work Breakdown Structure, A/B Testing, Quantitative Data Analysis, Qualitative Data Analysis, Stakeholder Management, Client Management, Software Development Lifecycle, Meeting Facilitation, User Acceptance Testing (UAT)