**Tineke Naseef**

User Experience Designer

**Westminster, CO 80031 |** [**telnaseef@gmail.com**](mailto:telnaseef@gmail.com) **| 720-203-6631**

**--**

[LinkedIn](http://www.linkedin.com/in/tineke-naseef) - <https://bit.ly/3fCTHjs> | [Portfolio](https://tnaseef.github.io/UX_Portfolio/index.html) - <https://bit.ly/2ZQMlEb>

SUMMARY

I am a highly adaptable and resourceful designer, combining creative problem solving and analytical skills with an attention to detail to create innovative, but usable solutions. I’m an organized, highly-motivated hard worker equipped to work well in teams, but also independently. I have a background in customer service, social media, and communication; as well as expertise in Dutch and German, making me a highly versatile UX designer and researcher.

TECHNICAL SKILLS

* **UX/UI**: Ideation, Interactive Design, Prototyping, Public Speaking/Presentation, Responsive Design User Interviews, User Research, User Testing, Visual Design, Wireframing
* **DESIGN**: Editing, Photo Editing, Photography, Social Media, Songwriting, Voiceover, Web Design, Writing
* **SOFTWARE**:Adobe Illustrator, Adobe Photoshop, Adobe Xd, Bootstrap, Figma, GitHub, Google Analytics, Google Drive, InVision, Jira, Microsoft Office, Microsoft Office Suite, Miro, Trello
* **LANGUAGES**: CSS, C++, HTML, JavaScript, jQuery

PROJECTS

**pReTravel -** [**https://tnaseef.github.io/UX\_Portfolio/pretravel.html**](https://tnaseef.github.io/UX_Portfolio/pretravel.html)

***An app for researching experiences and vistas at travel destinations, in a low-pressure setting.***

* User Experience and User Interface Designer
* Adobe Photoshop, Adobe Xd, Figma, FlowMapp, Google Drive, InVision, Uxpressia.com

**GeekMeet -** [**https://tnaseef.github.io/UX\_Portfolio/geekmeet.html**](https://tnaseef.github.io/UX_Portfolio/geekmeet.html)

***A community and interest-sharing app specifically designed for self-identifying “geeks” and “nerds.”***

* User Experience and User Interface Designer
* Figma, Google Drive, Google Forms, InVision, Miro, Whimsical

EXPERIENCE

**Juniper Village - Spearly Center** March 2021 - May 2021

***Front Desk Receptionist*** *Denver, CO*

* Supervised up to 10 guests and patients at a time
* Enforced compliance with COVID-19 regulations
* Processed 10-50 faxes per day
* Helped improve experience for guests, patients and employees

**American DataBank** November 2019 - September 2020

***Compliance and Immunization Team Member*** *Denver, CO*

* Reviewed approximately 700-800 documents per day
* Exceeded quota on over 90% of shifts
* Provided feedback and ideas to streamline review process
* Wrote copy for standardized document rejection notes

**American DataBank** January 2019 - November 2019

***Applicant Success Team Member*** *Denver, CO*

* Assisted users and clients through phone, ticket, and email channels
* Interacted with 100-200 users and clients per day
* Found innovative and resourceful solutions to user issues
* Organized project designing an FAQ page
* Processed around 100 background checks and/or document reviews per week
* Wrote copy for standardized responses to emails and chats

**Layer3 TV / T-Mobile** July 2018 - October 2018 ***Concierge Specialist, Social Media***  *Denver, CO*

* Assisted users through Twitter and Facebook
* Helped train a team of approximately 20 representatives
* Processed around 50 social media queries per shift
* Tested and monitored streaming services

**Layer3 TV / T-Mobile** May 2017 - July 2018

***Layer3 Customer Care Concierge*** *Denver, CO*

* Provided exceptional customer service through phone, email and tickets
* Helped 30-50 users and processed around 20 tickets per shift
* Served as primary liaison with engineering team
* Tested and monitored streaming services
* Wrote copy for standardized responses to tickets, emails, and chats

**PetSmart** June 2017 - August 2017

***Pet Care Specialist*** *Westminster, CO*

* Single-handedly cleaned and cared for 8 bird cages, 12 rodent habitats,

30 fish tanks and 8 reptile terrariums

* Assisted approximately 10-20 customers daily with purchases and navigation
* Aided in stocking shelves and labeling merchandise
* Maintained up-to-date knowledge on approximately 15 species of pets
* Sold small pets and assisted with cat adoptions

**University of Denver Call Center** February 2016 – June 2016

***Student Caller*** *Denver, CO*

* Called outbound to approximately 400 potential donors per shift
* Broke multiple team records, such as weekly donor numbers, donation amounts

and credit card commits

* Helped train new employees
* Provided suggestions to improve systems and processes

**Education**

**Certificate in UX/UI**

University of Denver

March 2021-September 2021

**Associate of General Studies Degree**

Front Range Community College

April 2020-May 2021