User Experience Designer

**Tineke Naseef**

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[LinkedIn](http://www.linkedin.com/in/tineke-naseef) (<https://bit.ly/3fCTHjs>)

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[Portfolio](https://tnaseef.github.io/UX_Portfolio/index.html) (<https://bit.ly/2ZQMlEb>)

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++ • Dutch • German • HTML • Javascript • jQuery

**Technical**: • 80 WPM Typing • Customer/Client Care • Communication • Employee Training

• Interdepartmental Teamwork

**Soft**: • Adaptability • Attention to Detail • Creativity • Independence • Innovation

• Multitasking • Organization • Problem Solving • Resourcefulness

PROJECTS

**pReTravel - [link]**

***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 - [link]**

***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***

* Supervised up to 10 guests and patients at a time
* Enforced compliance with COVID-19 regulations
* Processed 10-50 faxes per day

**American DataBank** November 2019 - September 2020

***Compliance and Immunization Team Member***

* Reviewed approximately 700-800 documents per day
* Exceeded quota on over 90% of shifts
* Provided feedback and ideas to streamline review process

**American DataBank** January 2019 - November 2019

***Applicant Success Team Member***

* 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

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

* Assisted users through Twitter and Facebook
* Helped train a team of around 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***

* Assisted users 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

**PetSmart** June 2017 - August 2017

***Pet Care Specialist***

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

30 fish tanks and 8 reptile terrariums

* Assisted around 10-20 customers daily with purchases and navigation
* Aided in stocking shelves and labeling merchandise
* Maintained up-to-date knowledge on around 15 species of pet
* Sold small pets and helped adopt out cats

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

***Student Caller***

* Called outbound to around 400 potential donors per shift
* Broke various 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**

University of Denver

***March 2021-September 2021***

***– Certificate in UX/UI***

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Front Range Community College

***April 2020-May 2021***

***– Associate of General Studies***