

Tevin McNeil

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UX Designer | UX Researcher

I am a passionate UX designer with a passion to bring technology innovation to everyone. In my UX journey, I have a proven ability to help people build brands, improve designs, and bring their vision alive. Using my knowledge in digital design and experiences in customer service, I have learned how to bridge gaps between dreams and execution in digital media.

Education, Certifications and Training

Education:

- High School Diploma – Advanced: Menchville High School | 2006 - 2010
- BA in Digital Media Design -- UMGC | Expected Graduation: 2024

Professional Experience

Contract UX Designer, Remote (August 2022 – September 2022)

InovCares

- Led a 3 person design team for InovCares Telehealth mobile platform, to help deliver, execute and meet the goal of increasing user retention 30% by improving the user experience by creating a community feature on the patient side of the application
- Collaborated with a working user group to gather requirements, pain points, and goals in designing community engagement through the existing feature known as the 'Tribe', of the mobile application.
- Redesigned the UI of the community 'Tribe' feature to provide in-app messaging by overhauling the previous layout to include direct message capabilities, custom settings for communities to control user interactions, and goal personalization for users to provide flexibility in their health-tracking experience.

General Assembly User Experience Design Fellow, Remote (June 2022 – September 2022)

Immersive Design Apprentice at General Assembly

- Successfully completed 12 weeks in an immersive User Experience Design Bootcamp, regularly participating in design sprints to complete 5 user-centered projects with collaborators, clients and individually.
- As a part of bootcamp, I implemented and conducted user research with user interviews of 10+ people per project, coordinated usability testing with groups of 5 - 8 people to find functionality issues and design flaws, and designed UI to reflect the data synthesized within each project.
- Designed using the double diamond process approach to discover, define, develop, and deliver a mobile, desktop, and responsive website or product using Figma.

Web Consultant, Remote (December 2021 – April 2022)

Sensual Scents by Paris

- Improved previous layout from Etsy storefront to full responsive website achieving a 35% increase in site traffic for client and a 65% increase in sales.
- Leveraging powerful web tools such as AdobeXD, HTML, CSS, and Wix Content Management System, a desktop and mobile site suited for multiple devices and screen sizes was created to increase the client's web footprint.
- Managed website engagement for Candle-Making business based on goals and needs for the business such as attracting new users and increasing sales through design needs. Collaborated with clients in-person, through zoom, and email to meet goals.

CVS Health, Washington D.C. (September 2017 - January 2021)

Shift Supervisor

- Led shifts in customer engagement through communication and a focus on having readily available inventory management, helping our store improve its district standing from 5/7 to 2/7 within the first year of employment.
- Upheld company standards and compliance requirements for operations. Positioned staff in key areas throughout shifts to optimize department productivity and operations. Received Store Excellence Award for leadership in 2018 and 2020.
- Documented cash flow, receipts, employee hours, and inventory management through CVS Portal.

Certifications & Skills:

General Assembly User Experience Immersive - 2022

Google UX Design Certificate - 2022

Figma | HTML | CSS | CMS | Adobe XD | Research | Accessibility | Wireframing & Prototyping | Graphic Design
Critical Thinking and Analysis | Oral and Written communications | Project Management