Trevor Jenkins

Product Design / Strategy / AI Design
96 Brookview Ln, Pottstown, PA 19464 / 215-964-3382
trevorjenkins.ux@gmail.com / https://trevor-jenkins.com

SUMMARY

Build systems before screens

Trevor is a product design leader with 15+ years of experience across enterprise SaaS, commerce, healthcare, and nonprofit platforms. He connects user research, information architecture, and UX strategy to shape experiences, and align cross-functional teams around complex customer and business problems.

CORE COMPETENCIES

Experience strategy	Product discovery + research
Experimentation + validation	AI-assisted prototyping
Design systems	Cross-functional alignment

EXPERIENCE

SAP / Full-Stack Lead Designer

07/2019 - Present, Newtown Square, PA

• Led UX direction for the SAP.com Learning experience, partnering with content strategy and solution managers to improve course certification discovery, refine masthead messaging, and optimize subscription conversion pathways.

• Took ownership of page-template blueprints that involved establishing governance and driving consistency across multiple lines of business.

• Led the information architecture for repositioning SAP Build from a multi-pillared product environment to a unified single SKU, while collaborating with product and solution experts.

EXPERIENCE (Continued)

• Set the UX direction for SAP Marketing Information Center, partnering with digital strategy, product, and engineering to build preference management in a personalized customer experience.

• Planned research and concept validation—including usability briefs, information architecture studies, and stakeholder workshops—to inform priorities and reduce uncertainty before implementation.

Philanthropi / Fractional Lead Designer

07/2022 - 01/2023, Philadelphia

• Established UX strategy for the Philanthropi mission control workflow and concurrently optimized the donor-facing experience; partnered with product and engineering to prioritize experience improvements.

• Mapped service use cases and co-managed the design system with engineering leads to support coherent experiences across workflows.

57South / Sr UX Design + Strategist

01/2015 - 06/2021, Philadelphia, PA

• Shaped UX strategy and iterated on internal product concepts focused on funding and investment, translating user and client needs into experience opportunities.

• Partnered with clients on engagement-focused improvements and contributed front-end development for targeted optimizations.

QVC / Sr UX/UI Designer

01/2015 - 06/2019, West Chester, PA

• Collaborated with product and engineering to establish a cohesive search experience across web, mobile, and connected TV ecosystems, balancing platform-specific interactions with a consistent discovery experience.

EXPERIENCE (Continued)

• Aided in shaping feature prioritization and UX direction, connecting customer needs with business goals around engagement, content discovery, and conversion.

• Pioneered conversational commerce concepts, partnering with marketing and product teams to shape roadmap themes and validated early product directions through formative usability research sessions.

Inventiv Health / Art Direction + User Experience

05/2014 - 07/2014, Newtown, PA

• Collaborated across disciplines on regulated pharmaceutical patient portals, with attention to HIPAA requirements, accessibility, and brand standards.

EDUCATION

West Chester University / BFA Graphic Design

08/2001 - 05/2006, West Chester, PA

ADDITIONAL PROFICIENCIES

Systems Thinking, Native App Design, Information Architecture, Interaction Design, UX writing

Industries

SAAS, e-commerce, food, pharma, non-profit, entertainment, healthcare, sports, education, insurance