

LINDSAY WALL

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UX Researcher & Designer

User Experience Designer and Researcher with experience conducting user-centered research, usability testing, wireframing, prototyping, and interaction design for digital products and customer-facing platforms. Holds a Master of Science in User Experience Design from Arizona State University with a 4.0 GPA. Skilled at translating user insights and stakeholder feedback into intuitive, accessible, and data-informed design solutions. Experienced collaborating in cross-functional environments to improve usability, streamline workflows, and enhance customer experiences.

Key Skills

- UX/UI Design for Interactive Experiences
- Cross-platform Design Strategies
- Wireframing & Rapid Prototyping
- User Flows & Interaction Design
- Usability Testing & Playtesting
- Qualitative Research Methods
- UI Systems & Design Consistency
- Survey Creation & Research Reporting
- Agile Development Workflows
- User Interviews & Focus Group Moderation
- Figma, Adobe Creative Suite & InVision

Education & Certifications

Arizona State University – Master of Science, User Experience Design

Arizona State University – Bachelor of Science, Informatics

Arizona State University – Certificate of Game Design

Relevant Work Experience

Bridgecrest, Tempe, AZ – UX Designer

05/2025 - Present

- Conducted user interviews, usability testing, and heuristic evaluations to identify friction points in customer-facing and internal servicing experiences, leading to actionable UX improvements across high-traffic workflows.
- Synthesized qualitative user feedback and behavioral insights into research findings and design recommendations that improved usability and workflow clarity for customer support teams.
- Created and presented research-backed wireframes, prototypes, and interaction flows to stakeholders and development teams to support implementation decisions and iterative product improvements.
- Collaborated cross-functionally with developers, product stakeholders, and business teams in agile environments to prioritize user-centered enhancements aligned with operational and customer engagement goals.
- Helped improve consistency across digital experiences by contributing to reusable UX patterns and standardized interaction behaviors.

Castix LLC, Remote – UX Programming Intern

05/2023 – 10/2023

- Conducted usability testing and player-focused UX research for multiplayer gaming experiences, identifying usability issues and opportunities to improve onboarding, navigation, and gameplay interaction flows.
- Collaborated closely with designers and developers in a fast-paced game production environment to rapidly iterate on gameplay UX concepts and interface solutions.

Dreamworks Studio, Tempe, AZ – UX Design Intern

01/2023 – 05/2023

- Designed interactive UI/UX components for an AR/VR educational experience showcasing geological features on Mars, helping create a more immersive and intuitive learning environment.
- Conducted qualitative research and user feedback analysis to identify usability pain points and improve navigation within virtual environments.

Additional Work History

Paradox Interactive, Remote – Playtester

05/2021 – 05/2025

Education At Work, Tempe, AZ – IT Analyst

03/2024 – 05/2025

Autodesk, Tempe, AZ – Product Specialist

10/2023 – 03/2024

Starbucks, Mesa, AZ – Supervisor

08/2019 – 12/2022