

# Linh Wiggins

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## SUMMARY

Dedicated User Experience Designer with an eye for detail and a commitment to enhancing user satisfaction. Collaborative experience in leading design projects, fostering partnerships across development teams, and capturing both end-user needs and business objectives. Developed extensive wireframes, high-fidelity mockups, and interactive prototypes using tools like Figma and Adobe XD. Each project reflects strong user-centered design principles aimed at delivering intuitive digital experiences while engaging actively with users to inform designs effectively. Passionate about creating solutions that address real-world challenges and deliver joy through design.

## EXPERIENCE

### User Experience Designer

May 2025 – Present

Design Innovations

Chicago, IL

Lead designer responsible for user experiences across web and mobile platforms; established design guidelines and mentored junior designers. Managed engagements with key stakeholders to capture requirements, ensuring alignment with user needs and business goals.

- Led user experience design efforts that resulted in improved usability scores and client feedback.
- Engaged directly with users through interviews and usage observations, translating insights into design enhancements.
- Developed effective wireframes and prototypes utilizing Figma, facilitating communication within teams.
- Collaborated closely with developers during implementation phases, maintaining design quality and coherence.
- Presented design concepts to leadership, securing buy-in and facilitating project progression in line with strategic goals.
- Fostered junior talent through mentoring programs, cultivating a culture of design excellence.

### Junior UX Designer

June 2024 – April 2025

Creative Solutions

Evanston, IL

Assisted senior designers in crafting user-centered interfaces for diverse applications, prioritizing accessibility and user engagement. Contributed to research initiatives while building hands-on skills in design processes.

- Supported user interviews and testing sessions, synthesizing findings into actionable design points.
- Constructed wireframes and moderate-fidelity prototypes, routinely gathering user feedback.
- Played an active role in team sprints, aligning product management with design and technical directions.
- Participated in critique sessions, sharing input to iterate on peer work effectively.
- Engaged in continuous improvement practices, exploring new trends and tools to enrich design capabilities.
- Shared insights alongside user research techniques benefiting overall product strategies.

### Intern UX Designer

January 2024 – May 2024

Digital Media Lab

Remote

Gained exposure to real-world design challenges assisting with research and prototype development focused on user satisfaction in a fast-paced lab environment.

- Assisted with design frameworks emphasizing a user-first approach tailored for touch-based devices.
- Organized focus groups to gather critical user input guiding iterative design cycles.
- Participated in brainstorming workshops targeting e-commerce innovation and visualization best practices.
- Collaborated in multi-disciplinary teams aiming for holistic product approvals and launch processes.
- Created mood boards and context-specific user flows demonstrating the journey from concept to layout.
- Shadowed experienced designers, gaining insight into strategic decision-making processes.

## LEADERSHIP & AWARDS

- Recognized as 'Creative Innovator of the Year' for outstanding contributions to design in 2025.
- Recipient of the 'Excellence in User Research' award, celebrating impactful project outcomes in user experience design.

## EDUCATION

### Bachelor of Fine Arts in Graphic Design

2026

University of Illinois GPA: 3.8

Chicago, IL

**Coursework:** UX Design Principles, Human-Computer Interaction, Visual Communication, Design Thinking

## CERTIFICATIONS

- Certified User Experience Designer (CUED) 📅 2026

- Design Thinking Certification 📅 2026

## TECHNICAL SKILLS

- **Design Tools:** Figma, Adobe XD, Sketch
- **User Research Methods:** Surveys, Interviews, Usability Testing
- **Prototyping Frameworks:** InVision, Axure, Marvel
- **Development Collaboration:** GitHub, Jira, Trello
- **Design Standards:** Accessibility Guidelines, Design Systems, Responsive Design
- **Analytical Skills:** Data Analysis, A/B Testing, Heatmaps
- **Presentation Software:** Microsoft PowerPoint, Google Slides, Keynote
- **Project Management Tools:** Asana, Monday.com, Basecamp
- **Content Management Systems:** WordPress, Drupal, Joomla
- **Coding Languages:** HTML, CSS, JavaScript

## SKILLS

- User Experience Design
- Wireframing & Prototyping
- User Research & Usability Testing
- Adobe Creative Suite
- Figma
- Collaboration & Teamwork
- Information Architecture
- Visual Design Critique
- Interaction Design
- HTML/CSS Basics
- Agile Methodology
- Digital Wireframe Tools
- Prototyping Software
- Research Techniques
- Mobile Experience Design
- Adaptation to Feedback

## PROFESSIONAL AFFILIATIONS

- Member of the American Institute of Graphic Arts (AIGA), contributing to community-focused design initiatives.
- Active participant in local UX meetups, collaborating on industry-related discussions and share best practices.

## LANGUAGES

- English (Native)
- Spanish (Intermediate)

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST