

Lindsey Frein

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UX Designer | Freelance Consultant | Remote

June 2025-Current

Provide end-to-end UX design consulting services to the client. Create research plans, utilize generative AI, conduct user interviews, and perform usability testing. Diagram information architecture, design sketches, wireframes, and prototypes. Cross-functional collaboration with software developers in an agile workflow to deliver responsive, mobile-first designs.

- Increased nonprofit website's hardware safety report form traffic by 20% by restructuring site navigation.
- Boosted LCO brand recognition by designing style guides and organizing logo files.
- Delivered over 20 prioritized UX recommendations and defined MVPs to the development team based on user interviews, competitive analysis, and affinity mapping.
- Increased community access to educational safety resources by 50% by integrating related content into nonprofit website.

UX Design Certification | Career Foundry | Remote

July 2024-June 2025

Earned UX Design Certification with a specialty in UI Design. Completed four sub-courses of project-based curriculum in a fully remote setup. Studied design thinking, user research methods, journey mapping, visual design principles, information architecture, and responsive layouts. Demonstrated proficiency in wireframing, prototyping, user research, design handoff, end-to-end design, usage of generative AI, lean ux, and agile software development.

- Completed 15-20 hours of coursework weekly for 10 months, totaling 600-800 hours of human-centric autonomous learning.

Bartender | Secret Sandwich Society | Fayetteville, WV

February 2024 - June 2025

Demonstrated emotional intelligence and critical thinking skills by anticipating guest needs and providing thoughtful service, resulting in memorable dining experiences. Resolved customer complaints with empathy, transforming potentially negative feedback into positive outcomes. Artfully crafted cocktails with creativity and precision while simultaneously maintaining attentive customer service.

- Accelerated table turnover to drive increased sales by delivering timely and efficient assistance.
- Increased the restaurant's overall 4.6-star Google Reviews rating by receiving 5-star reviews from guests.

Server | Providence Oyster Bar | North Kingstown, RI

May 2024- February 2024

Effectively communicated with patrons to understand and exceed their needs and preferences. Collaborated with colleagues to optimize service flow and create a supportive work culture, thus enhancing team efficiency and performance during peak hours. Managed other servers during closing tasks with clear expectations and respect when scheduled as Server Lead.

- Leveraged multitasking skills to manage an average of 30+ customers per night.
- Increased customer retention by curating personalized human experiences.

Bachelor's of Arts & History Coursework | University of Tampa

September 2017-May 2019

Global history major with a concentration in subaltern studies.

- Maintained a 3.96 GPA and consistently achieved placement on the Dean's List throughout all semesters.
- Awarded Honors Research Fellowship for conducting and presenting original research based on primary source documents from the Venezuelan War of Independence in 1810.