Michael Ayala

Product Designer UX Designer

530-360-6136
michael-ayala.com
michael@michael-ayala.com
www.linkedin.com/in/michael-ayala-ux-designer

UX Designer with a B.S. in Graphic Information Technology (User Experience) and experience in user research, usability evaluation, AI research, data analysis, and technical troubleshooting. Skilled in translating complex requirements into accessible user flows, information architecture, wireframes, prototypes, and responsive digital experiences. Comfortable working independently and collaborating across technical teams in remote environments.

SKILLS

UX & Research: User Research, User Flows, Journey Mapping, Information Architecture, Wireframing, Prototyping, Heuristic Evaluation, Usability Testing, Accessibility

Design & Technical: Figma, Webflow, Adobe Creative Cloud, HTML5, CSS3, Responsive Design, Application Testing, Debugging

Collaboration & Analysis: Jira, Trello, Slack, Data Analysis, Research Methods, AI-Assisted Workflows, Cross-Functional Collaboration

EXPERIENCE

Handshake

AI Research Associate – Remote

October 2025 – April 2026

- Contributed to AI research initiatives supporting the evaluation and improvement of large language models.
- Developed domain-specific prompts, evaluated model responses, and provided structured feedback to improve reasoning and instruction following.
- Worked independently in a fully remote environment while following detailed project requirements and quality standards.
- Applied research, analytical judgment, and close attention to detail across changing project types and subject areas.
- Adapted quickly to evolving requirements while communicating findings clearly and consistently.

BDS Connected Solutions, LLC

Break-Fix Specialist

February 2018 – September 2024

- Supported complex retail technology and display systems independently across Northern California.
- Diagnosed system failures and coordinated troubleshooting, replacement parts, and resolution with internal teams.
- Evaluated installations against planograms and contract requirements, identifying inconsistencies in setup, inventory, pricing, placement, and operation.
- Managed multiple assignments and changing priorities while documenting issues accurately and communicating findings clearly.

EDUCATION

Arizona State University — Tempe, AZ 2021–2025

Bachelor of Science, Graphic Information Technology (User Experience)

Shasta Community College — Redding, CA 2020

Associate of Science, Computer & Information Technology / Quantitative Analysis