

# Alex Lindsay

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Alex is deeply passionate about production, product management, and technical support. His enthusiasm and high motivation to learn new skills are evident in his approach to developing his abilities. In addition to his professional pursuits, he has also been published as an author, showcasing his dedication beyond the workplace.

## - Work Experience -

### **Tabletop Game Producer** *WizKids (Radical Sharing LLC)*

Sep 2021 – Feb 2024

- Led the development of several tabletop gaming products from concept to market, including:
  - D&D Book Tabs
  - WizKids Watchtower Boxed Set
  - WizKids Encounter in a Box: Prison Break, Wagon Ambush, and Pirate Attack
  - WizKids Dungeon Dressings: Traps – Devilish Devices and Hidden Hazards
  - WizKids Dungeon Dressings: Merchant's Row
- Participated in the planning and launch of the WarLock Tiles Parts online store.
- Wrote marketing copy for solicitations on the WizKids retailer network and product packaging.
- Built and maintained a company-wide knowledge base for all tabletop miniatures and terrain.
- Assisted various partner teams as a proofreader and editor for copy, packaging, and product text.

### **Server Build Technician** *IBM SoftLayer*

Oct 2014 – Aug 2020

- Worked with a team of technicians to build servers based on gathered client requirements and needs.
- Utilized company built software to provide accurate and efficient customer service.
- On-call to identify, diagnose, and resolve issue that arise for business-critical systems.
- Participated in progressively complex on-the-job training.
- Maintained effective communication with partner teams to work across shifts and specialties.

### **Customer Support Representative** *Wizards of the Coast*

Jul 2013 – Jul 2014

- Answered phone and email requests for general assistance as well as specific questions related to table top gaming sales, products, and events created by the company.
- Communicated professionally with retailers, customers, and team members.
- Subject matter expert on matters concerning the Wizards Play Network, Game Rulings, Product Replacement, Dungeons & Dragons Insider (digital tools), and Magic Online.

## - Education -

### **Bachelor of Arts Philosophy + Bachelor of Arts Political Science**

Graduated Jun 2013

*University of Washington*

## - Skills -

- Quick to learn software on the job, examples including: Airtable, Adobe Photoshop, and Teamwork.
- Strong Microsoft Office experience, including Word, Excel, Outlook, PowerPoint, and Teams.
- Extensive writing/storytelling expertise, including proofreading and editing with the Chicago Manual of Style.
- Proven computer proficiency across several areas including data entry and minor programming.
- Ability to onboard and work independently and remotely with minimal supervision.
- Excellent organizational, time-management, and communication skills.
- Possesses an exceptional attention to detail.

## -Other Work-

### **Community Event Organizer**

Feb 2017 – Present

Scheduled, hosted, and lead several ongoing team-based events that require immense team communication, creative problem-solving, and strict time management.