

ISHIKA SONI

Product Designer

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📍 Redmond, WA

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EXPERIENCE

Software Engineer

Microsoft

⌚ Jan 2025 – Present

📍 Redmond, WA

- Piloted workflow optimizations using **GitHub Copilot**, leading POCs that boosted developer productivity.
- Designed and implemented a **QA framework for Dynamics 365 CRM Copilot** used by **support engineers**, improving accuracy and flow across **3M+** support articles.
- Collaborated cross-functionally with PMs, strategists, and engineers to validate ingestion strategies, run **UX testing**, and integrate feedback into scalable solutions.

UX Engineering Intern

Microsoft

⌚ May 2023 – Aug 2023

📍 Redmond, WA

- Investigated UX issues in **Dynamics 365 email system** (3M+ monthly messages, **60K+** users).
- Performed **root cause analysis** of failed interactions, addressing **client-side (TypeScript)** and **server-side (C#)** design gaps.
- Reduced **formatting errors** by **50%** and improved **accessibility validation**, boosting **SLA compliance** and user experience by **~70%**.

UX Design & Engineering Intern

Microsoft

⌚ May 2022 – Aug 2022

📍 Redmond, WA

- Researched and developed **conversational flows** for a **marketing chatbot** using **BEAM** (ML-based intent detection and personalization).
- Designed chatbot UX via **Azure Functions** and **Service Bus** integration, improving natural interaction patterns.
- Deployed a **working prototype** with cross-functional partners, translating **AI behavior** into human-centered UI interactions.

UX Design Intern

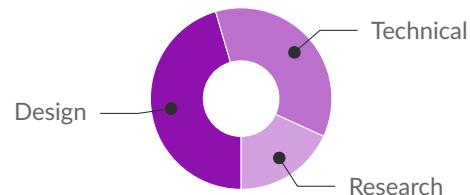
Hazil Studios

⌚ Dec 2021 – Jan 2022

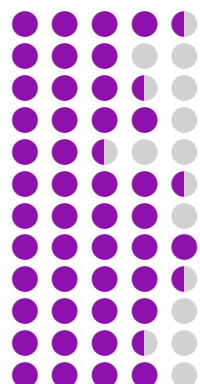
📍 New York, NY

- Designed **wireframes and mockups** in **Figma**, combining **branding guidelines** with modern interaction principles.
- Built **responsive React components** to ensure design fidelity from prototype to implementation.
- Improved client storefront **usability** by diagnosing and fixing visual bugs and **accessibility issues** on **Shopify** with **HTML/CSS**.

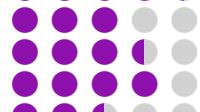
SKILLS



Figma



Framer



Adobe Creative Suite



Design Systems



Blender



Wireframing



Prototyping



Interaction Design



Visual Hierarchy



Accessibility (WCAG)



Responsive Design



Information Architecture



HTML/CSS



JavaScript/TypeScript



React



Python



Java



Unity/C#



Git



Debugging & Testing



Usability Testing



Surveys



Interviews



Heuristic Evaluation



Journey Mapping



Empathy Mapping



A/B Testing



EDUCATION

Specialization in UX Research & Design

University of Michigan

⌚ Jun 2025 – Aug 2025

Bachelor of Arts in Computer Science

CUNY, Hunter College

⌚ Aug 2021 – May 2024