

# ISHIKA SONI

## Product Designer

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Redmond, WA

www.ishikasoni.com

ishika-soni

issoni

## 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

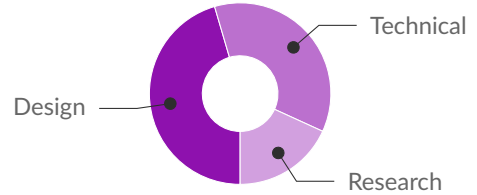
#### Hazil Studios

Dec 2021 – Jan 2022

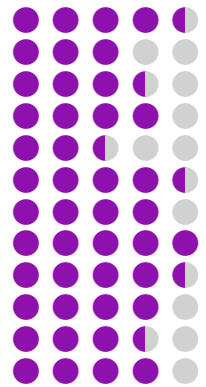
New York, NY

- 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**.

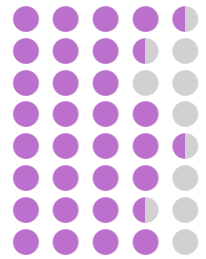
## SKILLS



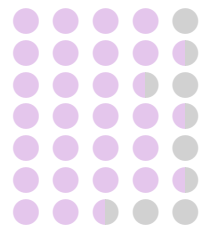
Figma  
Framer  
Adobe Creative Suite  
Design Systems  
Blender  
Wireframing  
Prototyping  
Interaction Design  
Visual Hierarchy  
Accessibility (WCAG)  
Responsive Design  
Information Architecture



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