

ISHIKA SONI

Product Designer

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Product Designer & UX Engineer with a Computer Science background, designing human-centered systems at scale. Experienced in Copilot, AI-driven interfaces, and design systems, bridging research, interaction design, and implementation.

EXPERIENCE

Software Engineer

Microsoft

Jan 2025 – Present Redmond, WA

- Led workflow optimizations using **GitHub Copilot**, designing and validating **POCs** that improved developer experience and productivity.
- Led the design and implementation of a **QA framework** for **Dynamics 365 CRM Copilot**, improving content accuracy and **user trust** across **3M+** support articles.
- Partnered with PMs, strategists, and engineers to validate product workflows through **UX testing** and iterative feedback, shaping scalable Copilot experiences.

UX Engineering Intern

Microsoft

May 2023 – Aug 2023 Redmond, WA

- Owned UX investigations for the **Dynamics 365 email system**, impacting **3M+** monthly messages and **60K+** users.
- Performed **root cause analysis** across interaction failures, addressing both **client-side (TypeScript)** and **server-side (C#)** design gaps.
- Reduced formatting errors by **50%** and improved **accessibility validation**, increasing **SLA compliance** and overall usability by **~70%**.

UX Design & Engineering Intern

Microsoft

May 2022 – Aug 2022 Redmond, WA

- Designed and tested **conversational flows** for a marketing chatbot using **BEAM** (ML-based intent detection and personalization).
- Prototyped chatbot UX via **Azure Functions** and **Service Bus** integration, improving natural language interaction patterns.
- Shipped a **cross-functional prototype**, translating **AI behavior** into intuitive, **human-centered UI** interactions.

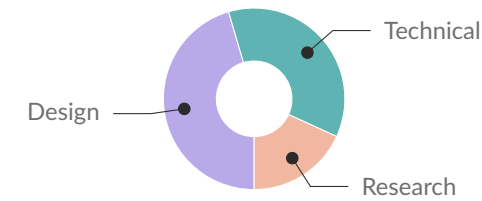
UX Design Intern

Hazil Studios

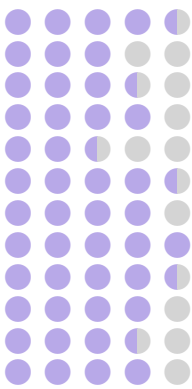
Dec 2021 – Jan 2022 New York, NY

- Designed **wireframes and mockups** in **Figma**, aligning branding systems with modern interaction principles.
- Built **responsive React components** to ensure design fidelity from prototype to production.
- Improved client storefront **usability** by diagnosing and resolving visual and **accessibility issues** on **Shopify** using **HTML/CSS**.

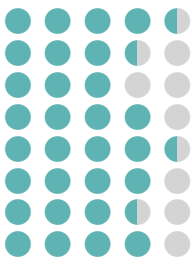
SKILLS



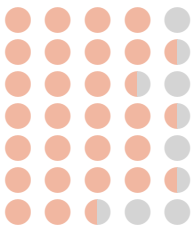
Figma
Framer
Adobe Creative Suite
Design Systems
Blender
Wireframing
Prototyping
Interaction Design
Visual Hierarchy
Accessibility (WCAG)
Responsive Design
Information Architecture



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