

# ISHIKA SONI

## Product Designer

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Redmond, WA

www.ishikasoni.com

ishika-soni

issoni

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

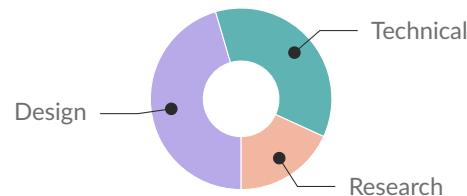
#### Hazil Studios

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