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Professional Experience.

Microsoft, Copilot · Designer 2 · Nov'21 - Present

Rationalised 3P Plugins into Copilot Agents: Led the initiative to unify plugins and GPTs into Copilot Agents, simplifying user concepts and improving discoverability. Created a seamless experience, enhancing end-user interactions across Copilot while considering admin efficiency.

Powerful No-Code Agent Creation: Designing for powerful agent creation process using reusable actions catalog, **allowing no-code users to build agents without needing APIs.**

3P Permissions Control in Copilot Agents: Designed a settings page, enabling users to manage 3P permissions and authentication to ensure user control and efficiency.

Scaling Copilot Extensibility across platforms: Led Copilot Extensibility expansion to Teams, Bing Mobile, and Sidecar, ensuring seamless UX and scalability with minimal changes.

Gartner • Designer • Aug'19 - Nov'21

Design to drive engagement by 40% on Peer Insights Vendor portal: Designed to uncover issues and strategise product improvements, enhancing user journeys and email notifications to meet our vendor and business goals.

UGC review moderation tool: Researched pain points and co-created a smart tool MVP to enhance user efficiency and accelerate the review publishing cycle.

Skills.

Design

UX Design
Product Thinking
User Research
Visual Design
Storytelling

Software

Figma
Sketch + Invision
Adobe creative suite

I also love

Dogs,
mobile photography &
videography, art &
Illustrations, music
travelling, reading

Education.