

Nanda Wilson

Senior Product Designer | Systems thinker designing for trust and connection in AI & agentic experiences

Seattle, WA (Open to remote/hybrid) ·

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PROFESSIONAL SUMMARY

Senior Product Designer with 10+ years of design experience and 5+ years in product design, turning ambiguous, high-stakes enterprise problems into trusted, end-to-end experiences. Depth in AI and agentic UX, design systems, and data-dense decision tool, with a track record of shipping products that measurably reduce user effort. Known for strong problem framing, systems thinking, and close partnership with product, engineering, and research.

CORE COMPETENCIES

Product Design · UX/UI Design · Interaction Design · AI & Agentic UX · Conversational Design · Design Systems · Prototyping · Information & Data Visualization · End-to-End / Service Design · Accessibility · Cross-Functional Collaboration · Enterprise & B2B SaaS

TOOLS

Figma · Claude · VS Code · Vercel

PROFESSIONAL EXPERIENCE

Microsoft — Microsoft Digital Studio · Redmond, WA (full time)

Senior Product Designer (June 2021 – September 2026) — *progressed Product Designer → Product Designer II → Senior Product Designer*

ESS IT Helpdesk Copilot Agent

- Led design for the IT domain of a multi-domain AI agent, Employee Self Service Agent serving 100,000+ Microsoft employees. Core challenge: designing for trust; establishing when the agent should ask clarifying questions, surface confidence in suggestions, and hand off gracefully to humans.
- Designed the foundational interaction patterns for how employees work with the agent. These patterns became the trust model adopted across adjacent agents at Microsoft.

- Achieved 92% self-help success rate (2× target), 49% digital-first adoption, and raised support quality (NSAT) 18 pts higher. Drove \$185K cost avoidance and ~39,000 employee hours saved.

EX Toolkit (Scaling Adaptive Cards Design System)

- Co-led design from problem framing through implementation of a reusable component library built within Adaptive Cards constraints.
- Designed 800+ component variants across 20+ components. Established governance, documentation, and interactive demos in partnership with teams adopting the system.
- Achieved 2,000+ downloads in 6 months scaled across 20+ feature crews building in Viva Connections. Became the foundational design system enabling teams to ship experiences faster and more cohesively.

Additional High-Impact Projects

- Led design for executive "Zero Gap" Customer Insights Dashboard—a headlines-style view enabling ~3-minute executive briefings on complex product-gap data.
- Designed and delivered the first Microsoft employee benefits scenarios in Microsoft 365 Copilot extensibility model.
- Co-authored Microsoft Digital Design Studio AI design playbook and delivered "Designing for and with AI" talks (in Microsoft internal events).
- Owned end-to-end feature design across MyHub and Viva Connections for everyday employee experiences (office-space booking, commuter support, work-anniversary moments).
- Drove the feature-deprecation messaging system migrating users from MyHub to Viva Connections, doubling engagement (+20% lift from the pattern alone) in partnership with content design and research.

EARLIER PROFESSIONAL EXPERIENCE (VISUAL DESIGN → PRODUCT DESIGN)

A decade of visual design and illustration craft that underpins my product work today.

- **UI / Visual Designer — DreamBox Learning (Full-time) · 2020–2021.**

Visual style guide and UI for K-5 math learning games; grew existing design patterns for the student experience.

- **UI / Visual Designer — Microsoft (Contract) · 2020.**

UI and visual direction for internal employee transportation / commute products.

- **Visual Designer / Illustrator — Microsoft, Contract roles across Microsoft Whiteboard, OneNote, and Retail Design Studio · 2015–2019.**

Product UI, illustration and campaign art direction across consumer and retail products.

- **Freelance Visual Designer / Illustrator — Self-employed · 2012–2015.**

Branding, editorial layout, packaging, and illustration for a range of clients.

RECOGNITION

Multiple Microsoft Digital Beacon Awards (FY25–FY26)

Microsoft Global Hackathon — Award Winner (2023)

Microsoft Global Hackathon — Executive Challenge Winner (2022)

FY25 FHL Top Demo Hack

Microsoft Designer SDK Topic Challenge winner (2025)

EDUCATION

Bachelor of Social Sciences, Communication — University of Indonesia, 2003–2006

Associate's Degree (D3), Advertising — University of Indonesia, 2000–2003