

Bhawna Agarwal

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+1 (734) - 882 - 1100

Product Designer with 6 years of formal design education, and 8+ years of experience designing and shipping well-crafted, high-impact experiences in the industry. I specialize in applying product thinking to break down complex problems and craft helpful experiences.

INDUSTRY EXPERIENCE

Product Designer, Microsoft

April 2023–Present, Full-time | San Francisco Bay Area

- Lead designer for Microsoft's AI-powered help and support experiences
- Spearheaded design for 10+ experiences, reducing support costs for Microsoft
- Nurturing team growth by refining design processes and systems, and collaborating with senior leadership to strengthen design culture

Senior Product Designer, Wish

January 2021–April 2023, Full-time | San Francisco

- Led design for Shopping Cart, Checkout, and Payments. Redesigned the checkout experience which led to a -21.8% decline in the order refund rate.
- Influenced peers and executive leadership to prioritize user needs, driving alignment on key design decisions.
- Contributed to Wish's design system, improving consistency and scalability

UX Designer, Microsoft Cloud

April 2018–July 2019, Full-time | Hyderabad, India

- Sole designer responsible for Azure Backup, drove UX strategy and execution
- Partnered with 10+ product managers across multiple projects to enhance the Azure Backup service

UX Design Lead | Reported to CEO, Postman API Development

June 2016–December 2017, Full-time | Bangalore, India

- Early designer on the team—led UX strategy and execution, delivering 6+ core projects in one year, driving productivity gains for 15M+ developers
- Proposed and secured executive buy-in for a more usable, extensible Data Editor component - a complex component in Postman's design system. Led the design process, ensuring seamless integration into the design system.
- Wore multiple hats beyond design—conducted research, provided customer support, authored product copy, and wrote feature marketing blog posts

Earlier experiences

- UX Designer, Housing.com, Full-time | June–December 2015
- UX Design Intern, HCII, Carnegie Mellon University | May–July 2014
- UX Design Intern, Robert Bosch | May–July 2013

EDUCATION

University of Michigan, Ann Arbor

Masters in UX Design

IIT Guwahati, India

Bachelor of Design with Minor in Computer Science

ACCOMPLISHMENTS

- Publications in ACM digital library as first author
- First position in OzCHI 2014 – International student design challenge
- S.N. Bose Scholar

SKILLS

UX Research and Design

Contextual Inquiry
User Interviews
Persona Building
Writing Job Stories
Info. Architecture
Heuristic Evaluation
Usability Testing
Wireframing
Mobile Design
Visual/UI Design
Prototyping
UX Writing
Storytelling

Software

Figma
Sketch
Principle
Invision
Photoshop
Illustrator
InDesign
Tableau

Coding

HTML/ CSS
Javascript
jQuery
Python

PORTFOLIO

bhawna2109.github.io/design