

# Bhawna Agarwal

bhawna2109@gmail.com

+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 2, Microsoft

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

- Driving meaningful impact across multiple products, personas and complex scenarios for Microsoft's support ecosystem, reducing support costs
- 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, HCL, 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